DEFENSE CONTRACT MANAGEMENT AGENCY

DCMA

ACQUISITION INSIGHT GLOBAL ENGAGEMENT

Duty Free Entry 1.5

June, 2011

ITCSO Training Academy

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Course Topics

Course Topics

Note: Links will ***only*** work in PowerPoint's **slide show** view.

Module One **Duty Free Entry 1.5 Overview**

Lesson One **Overview**

- Topic One: Roles and Process
- Topic Two: Accessing DFE 1.5
- Topic Three: Common Features / Navigation

Lesson Two **Common Processes to all Roles**

- Topic One: Custom Broker Search
- Topic Two: Adding a Custom Broker

Module Two **DFE 1.5 User Roles and Tasks**

Lesson One **Contractor's Tasks**

- Topic One: Contractor Overview
- Topic Two: Add a New Duty Free Entry Request
- Topic Three: Attach a Document
- Topic Four: Add a Line Item
- Topic Five: Submit and/ or Pull Back Request
- Topic Six: Completed Entitlement Requests

Lesson Two **Custom Brokers Tasks**

- Topic One: Custom Broker Overview
- Topic Two: Request a Duty Free Certificate
- Topic Three: View Request for a Certificate
- Topic Four: Attach a Document
- Topic Five: Submit or Pull Back Request
- Topic Six: Notification of Approved or Denied Status
- Topic Seven: Receive and Print the Duty Free Entry Certificate

Course Topics

Course Topics

Course Topics

Note: Links will ***only*** work in PowerPoint's **slide show** view.

Module Two **DFE 1.5 User Roles and Tasks (Continued)**

Lesson Three	**Contracting Officers Tasks**
Topic One	Contracting Officer Overview
Topic Two	Search for a Duty Free Entitlement Request
Topic Three	Reviewing a Duty Free Entitlement Request
Topic Four	Create Duty Free Entitlements
Topic Five	Attach a Document
Topic Six	Add a Line Item
Topic Seven	Managing Entitlement Requests
Topic Eight	Notification of Entitlement Reviews
Topic Nine	Transferring Entitlement Requests
Lesson Four	**Customs Team Member Task**
Topic One	Customs Team Overview
Topic Two	Searching for a Duty Free Certificate Request
Topic Three	Reviewing Duty Free
Topic Four	Customs Duty Free Entry Home Page
Topic Five	Searching for a Duty Free Certificate Request
Topic Six	Reviewing Duty Free Certificates
Topic Seven	Associating a Submitted Certificate Request with an Entitlement Request
Topic Eight	Notification of Accepted or Denied Status
Topic Nine	Requesting Duty Free Certificates
Topic Ten	Requesting Duty Free Entitlements

Course Topics

Course Objectives

At the end of this training you should be able to:

- List and Define the User Roles
- Follow the DCMA Duty Free Entry Process
- Perform Searches for Contracts, Entitlement Requests and Certificate Requests
- Complete your Part of the Duty Free Entry (DFE) Process According to your Role

Module One – Lesson One

Lesson One **DFE 1.5 Overview**

Topic One	Roles and Process
Topic Two	Accessing DFE 1.5
Topic Three	Common Features / Navigation

Overview – About Duty Free Entry 1.5

The Duty Free Entry 1.5 (DFE) application provides support for contractors, contract officers, Customs brokers, and the Customs personnel who respond to 20,000 commercial duty free entry shipping requests each year.

By managing the workload electronically rather than on paper, the duty free entry request process can provide timely customer service.

Topic One – Roles and Process

Entitlements and Certificates

Entitlement - An agreement between a Contractor and the Government regarding Duty Free Shipments. An Entitlement can encompass several certificates for Duty Free Entry Shipments up to a specified amount.

Certificate - Is needed for each shipment written against an Entitlement. Several Certificates can be created against the Entitlement up to a specified dollar amount.

Course Topics

Duty Free Entry User Roles

There are five user roles in Duty Free Entry 1.5:

Contractors	The Contractor is a company or individual who's business requires international shipping of items that qualify for Duty Free Entry. This role initiates the process and uses the application to **request** duty free entry **entitlements**.
Contracting Officers	Use this application to **review** duty free entry **entitlements**. They can request duty free entry entitlements on behalf of a contractor. This role is often internal to DCMA but can be an external role assigned within a specific DoD agency
Customs Broker	The Broker is a license agent that clears goods through U.S. Customs for importers and exporters, for example, UPS or Federal Express. They use this application to **request** duty free entry **certificates**.
Customs Team	The Customs Team is an Internal DCMA role that approves all Certificate Requests. They use this application to **review** duty free entry **certificates**. They also can request duty free entry certificates on behalf of brokers, and duty free entry entitlements on behalf of contractors.

Topic One – Roles and Process

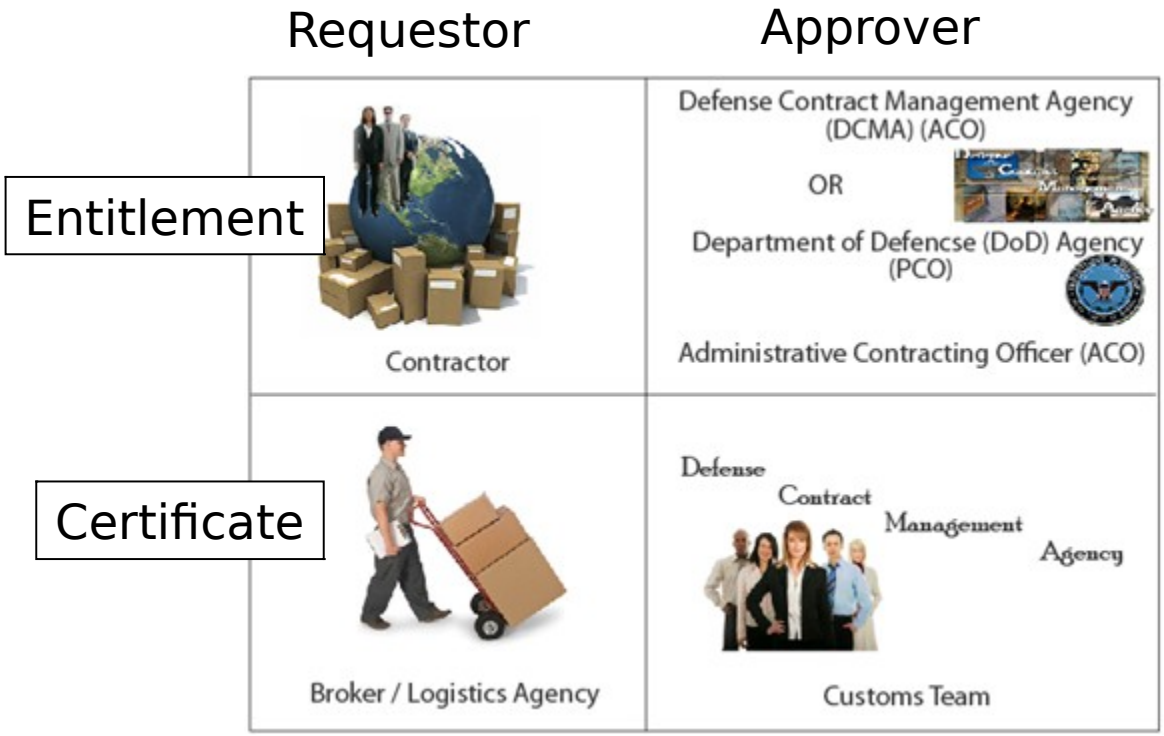
Duty Free Entry 1.5 Processes

The following tasks must occur to issue a duty free entry certificate:

- The contractor submits an entitlement request for the same contract number as for the certificate request.
- The contracting officer accepts the entitlement request and either approves or denies it.

- The Customs broker submits a certificate request for the same contract number as for the entitlement request.
- The Customs Team accepts the certificate request and issues the duty free entry certificate.

A certificate request must have an entitlement to be submitted.



Graphic 1.1.1.1 : DFE 1.5 Process

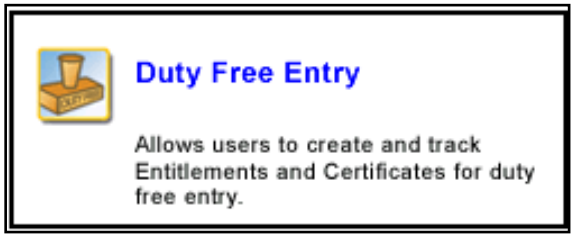
Course Topics

Topic Two – Accessing DFE 1.5

Accessing DFE 1.5 – Internal DCMA

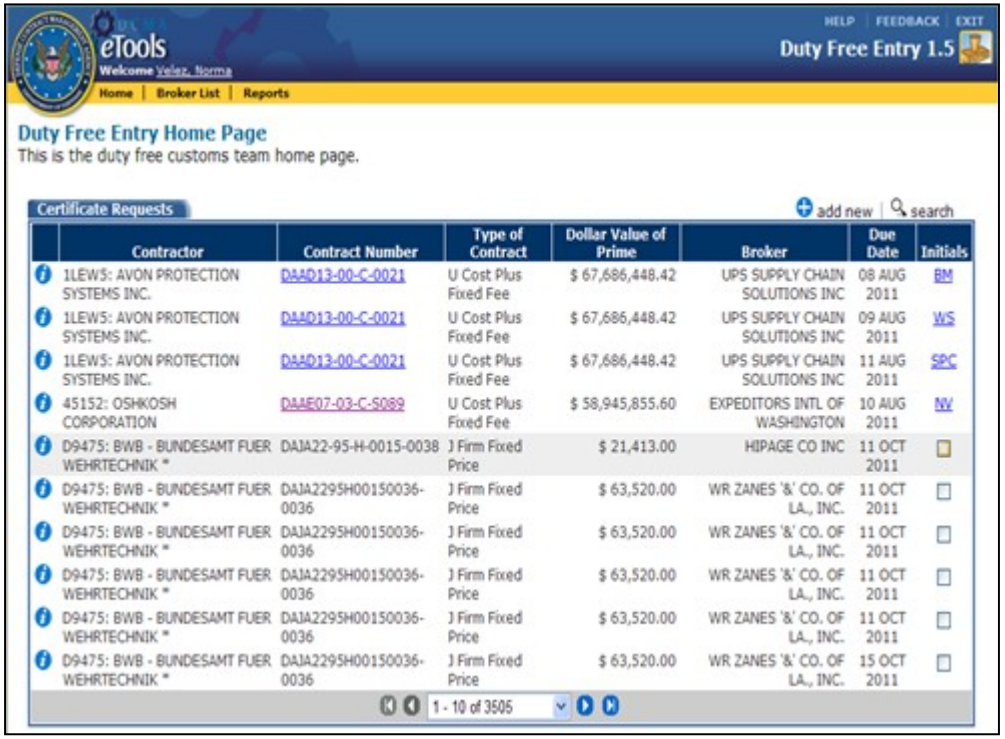
DFE 1.5 is accessed through eTools.

Go through your supervisor or appropriate channels to have access granted.



Graphic 1.1.2.1 : Duty Free Entry Access Icon

Accessing DFE 1.5 (Internal) (Graphic 1.1.2.1 - 1.1.2.2)	
1.	*Type* ***www.dcma.mil*** in the address bar of IE.
2.	*Select* **I Agree** to DCMA's user agreement terms.
3.	*Choose* the appropriate **certificate**.
4.	*Type* in your **CAC Pin.** • A list of your applications will appear
5.	*Select* the **DFE 1.5** application. • The DFE1.5 Home Page appears (graphic 1.1.2.2)



Graphic 1.1.2.2 : DFE 1.5 Home Page for the Contracting Officer Role

Topic Two – Accessing DFE 1.5

Accessing DFE 1.5 – External to DCMA

In order for an External DoD Customer to gain access to DFE 1.5, you must first request access through EWAM. EWAM is the External Web Access Management tool used for External Customers to DCMA in order to gain access to the tools provided by DCMA.

If you are unsure of the EWAM process access the link below will walk you through using the system (Graphic 1.1.2.3).
http://www.dcma.mil/ITCSO/CBT/EWAM/overview.cfm

Graphic 1.1.2.3 : EWAM Access Request

Graphic 1.1.2.4 : DCMA Menu Bar

Accessing Delegation 1.0 (External) (Graphic 1.1.2.4 - 1.1.2.5)	
1.	*Type* ***www.dcma.mil*** in the address bar of IE.
2.	*Select* the **eTools** menu item. • If you have already been granted access you will be asked to log in • If you need to request access follow the link above.
3.	*Type* in your **User ID** and/or **Password (code).** • A list of the application(s) you have access to will appear
4.	*Select* the **DFE 1.5** icon. • The Duty Free Entry Home Page appears (1.1.2.5)

HELP | FEEDBACK | EXIT
eTools
Welcome Khemani, Vikram
Duty Free Entry 1.5 DEV
Home | Broker List
Duty Free Entry Home Page
From this page, you may review previously submitted requests as well as create a new request for Duty Free Entry.
Pending Requests
Completed Requests
add new duty free entry request
Contract Number
Contractor
Submit Date
Respond by Date
Status
222222-22-2-2222
5M571: Lockheed Martin
28 SEP 2010
14 OCT 2010
Submitted
1 - 1 of 1
eTools Training • Site Index • Links • Privacy • FOIA • Accessibility
Best viewed using Internet Explorer v6.0 at 1024 x 768 resolution.

Graphic 1.1.2.5 : External User Contractor Home Page

Course Topics

Topic Three – Common Features / Navigation

Common Features

The table to the right displays common icons in the DFE 1.5 application. They work consistently the same no matter what role you are or page you are on.

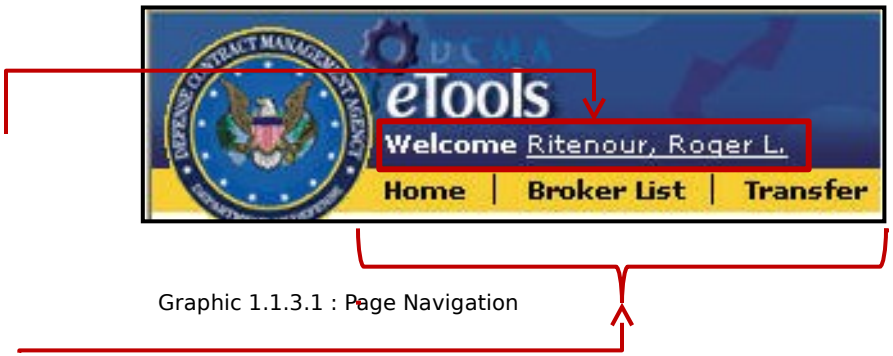
add add new add new broker add new duty free entitlement request add new duty free entry certificate request	Add a new certificate, entitlement, or broker. The Add link will include text to specify the record type that will be added.
	View additional information about a record.
edit	Change the appearance of the page to a form so that you can edit the information it shows.
search	Search for a type of record. The Search link will include text to specify the record type that will be searched: contract numbers, CAGEs, or requests.
print request	Prints the entitlement request.
print certificate	Prints the certificate request.
close	Close the page that you view.
delete	Delete information, such as a contract line item or an entitlement or certificate request.
transfer	Transfer submitted entitlement requests to a different contracting officer. Appears only for the contracting officer and Admin roles on the Entitlement Requests Summary Page and the Certificate Request Summary page. Displays the Transfer Requests page.

Navigation Elements

The navigation elements of the Duty Free Entry Request application help you find information and complete tasks efficiently.
The left side of the top of the page provides a link on your name. If you click this link, your user information will appear.

The yellow menu bar provides links to functionality specific to the Duty Free Entry Request application. Click the Home link to return to the home page at any point. The other links on the yellow menu bar vary depending on the page displayed and your user role.

The right side of the top of the page provides links to this online help system, to a page where you can provide feedback about the application, and to exit the application.



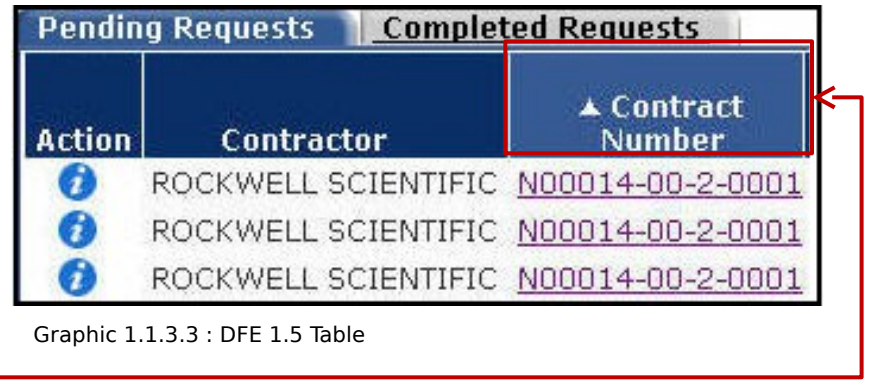
Graphic 1.1.3.1 : Page Navigation

Graphic 1.1.3.2 : Help and Feedback

Navigation Elements

Tabs, such as the Pending Requests tab, show requests with a specific status. To see information on a tab, click the tab.

Column header can be selected to sort the field in ascending or descending order.



Graphic 1.1.3.3 : DFE 1.5 Table

The navigation feature at the bottom of a table of requests allow you to move back and forth through the pages.

Lesson One – Review

Module One - Lesson One Covered the Following Topics:

Lesson One	**Delegation 1.0 Overview**
Topic One	Roles and Process
Topic Two	Accessing DFE 1.5
Topic Three	Common Features and Navigation Elements

Course Topics

Module One – Delegation Overview

Module One – Lesson Two

Lesson Two **Common Processes to All Roles**

Topic One Custom Broker Search

Topic Two Adding Custom Broker

Course Topics

Course Topics

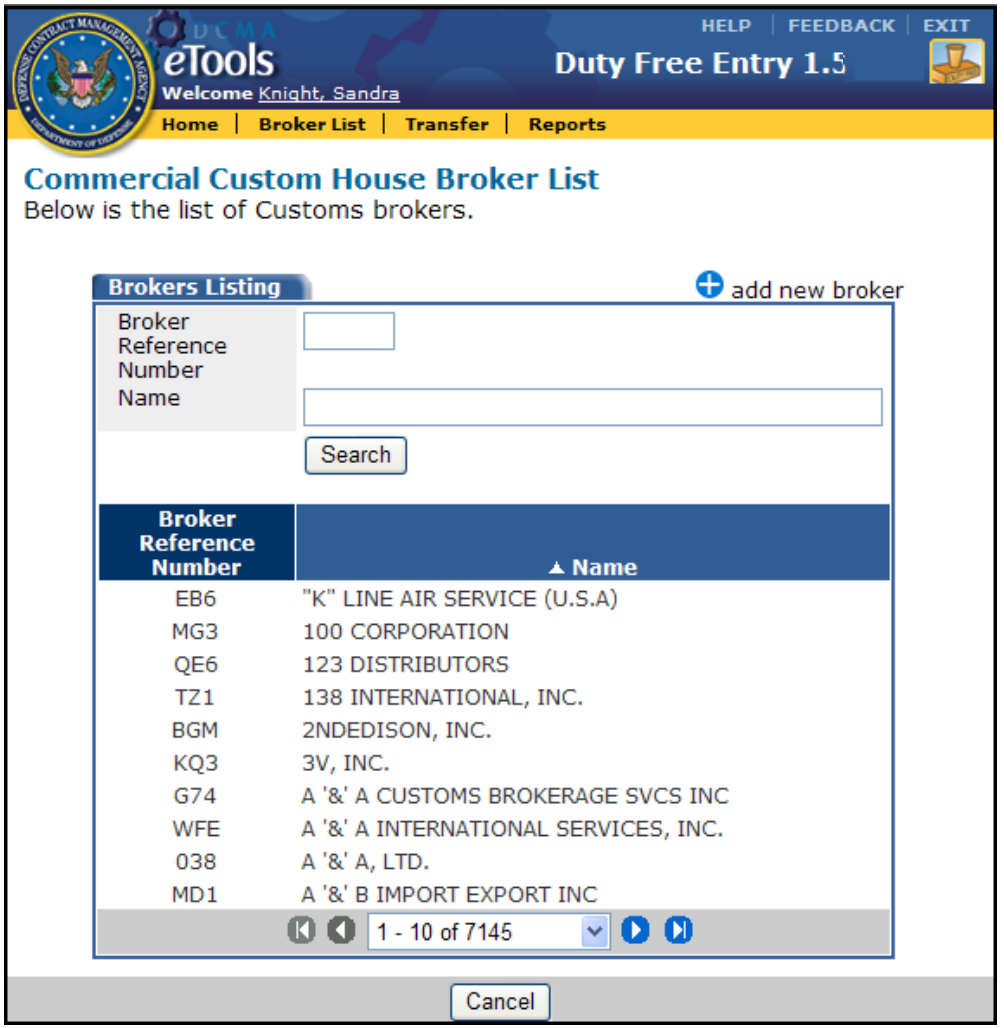
Topic One – Custom Broker Search

Custom Broker Search

The Commercial Custom House Broker List page displays broker information and allows you to search and/or add a broker.

If you are not sure of the full Broker Number wild cards (ex. *) can be used on partial numbers.

Search for Customer Broker (1.2.1.1)	
1.	*Select* the **Broker List** menu item.
2.	*Enter* **Broker Reference Number** and/or **Name**.
3.	*Select* the **Search** button. • Your search will display



Graphic 1.2.1.1 : Custom House Broker List

Course Topics

Topic Two – Add a Custom Broker

Add Custom Broker

If the Broker search does not return any results you can add a new broker.

Contractors, contracting officers, customs team members, and administrators can add a customs broker's business name and broker reference number.

Search for Customer Broker (1.2.2.1)	
1.	*Select* the **Broker List** menu item.
2.	*Select* the **add new broker** link. (graphic 1.1.2.1)
3.	*Enter* **Broker Reference Number**.
4.	*Enter* **Broker Name**.
5.	*Select* the **Save** button. • The Broker is saved to the Broker List

Graphic 1.2.2.1 : Add a Custom Broker

Module One, Lesson Two – Review

Module One - Lesson Two Covered the Following Topics:

Lesson Two	**Common Processes to All Roles**	
	Topic One	Custom Broker Search
	Topic Two	Adding Custom Broker

Course Topics

Module Two – DFE 1.5 User Roles and Tasks

Module Two – Lesson One

Lesson One	Contractor Tasks	
	Topic One	Contractor Overview
	Topic Two	Add a New Duty Free Entry
	Topic Three	Attach a Document
	Topic Four	Add a Line Item
	Topic Five	Submit and/or Pull Back Request
	Topic Six	Completed Entitlement Request.

Topic One – Contractor Overview

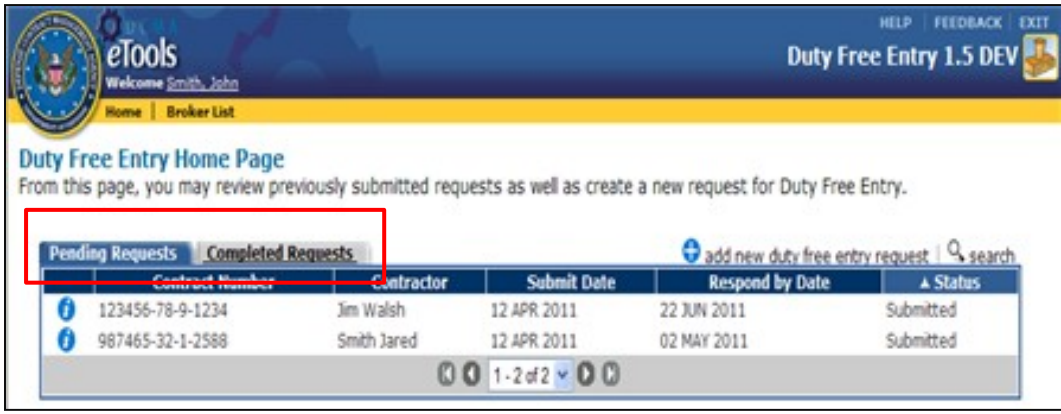
Contractor's Home Page

When the contractor logs into the Duty Free Entry Request application, the Duty Free Entry Home Page appears. (2.1.1.1)

From this page the Pending Request and Completed Requests are easily viewed by selecting the corresponding tab.

The Contractor will usually initiate the DFE process by requesting the entitlement.

However, the contracting officer, customs team, and administrator roles can create and submit an entitlement request on behalf of a contractor.



Graphic 2.1.1.1 : Contractor Home Page

Topic One – Contractor Overview

Contractor's Tasks

The Process for the Contractor is as follows:

1.The contractor uses this page to create an entitlement request, save it as draft, submit the entitlement request to the contracting officer for review.

2.The contracting officer reviews the entitlement request and either accepts or denies it.

3.The contractor receives both an E-Mail message with the review results, and the Duty Free Entry Home Page displays the updated status of the request.

4.The duty free entry entitlement must have the status Accepted before the Customs Team can accept a duty free entry certificate.

HELP | FEEDBACK | EXIT
eTools
Duty Free Entry 1.5 DEV
Welcome Khemani, Vikram
Home | Broker List
Duty Free Entry Home Page
From this page, you may review previously submitted requests as well as create a new request for Duty Free Entry.
Pending Requests
Completed Requests
add new duty free entry request
No Records Found ...
eTools Training • Site Index • Links • Privacy • FOIA • Accessibility
Best viewed using Internet Explorer v6.0 at 1024 x 768 resolution.

Graphic 2.1.1.2 : Contractor Home Page

Topic Two – Create a New Entitlement Request

Information You Need to Create an Entitlement Request

The amount of information you need depends on whether the contract number you use is present in the Duty Free Entry application.

If the contract number is present in the Duty Free Application:

- All or at least part of the contract number associated with your entitlement request.
- Contracting Office DoDAAC, Name, Phone, and E-Mail (if not specified in the contract information)
- Foreign Supplier Name, Address, City, and Country

OR, if the contract number isn't present in the Duty Free Application:

- Contractor Name
- Contract Expiration Date
- Delivery Order Number
- Total Dollar Value
- Type of Contract
- Contracting Office DoDAAC, Name, Phone, and E-Mail
- Foreign Supplier Name, Address, City, and Country

Graphic 2.1.2.1 : Contractor

Course Topics

Topic Two – Create a New Entitlement Request

Search for a Contract

To create a new entitlement request, click the link on the Home Page. The Create New Duty Free Entitlement Request page appears.

Create a New Entitlement Request (2.1.2.2)	
1.	*Click* the **add new duty free entry request** link**.** • The Create new Duty Free Entitlement Request page displays
2.	*Type* the **Contract Number** into the Contact Number field. (Graphic 2.1.2.2) • A full contract number has13 characters • A typical contract number uses the format LNNNNN-NN-L-NNNN, where L is a letter and N is a number • A wildcard (*) can be used if the full contract number is unknown
4.	*Select* the **Request Duty Free Entry Support** button. • If the contract is not found you will be directed to the Enter Contract page (graphic 2.1.2.3) • If one or many contracts match your search you will be directed to select the correct Contract

HELP | FEEDBACK | EXIT
eTools
Duty Free Entry 1.5
Welcome Khemani, Vikram
Home | Broker List
Create New Duty Free Entitlement Request
Enter your contract number and click on the "Request Duty Free Entry Support" button. You will be presented with additional screens. You can use a partial contract number or wildcard character "*" to select from a list of contracts.
Search Criteria
Contract Number
A12345-67-B-8901
Request Duty Free Entry Support
Reset
Cancel
eTools Training • Site Index • Links • Privacy • FOIA • Accessibility
Best viewed using Internet Explorer v6.0 at 1024 x 768 resolution.

Graphic 2.1.2.2 : Search for a Contract

Course Topics

Topic Two – Create a New Entitlement Request

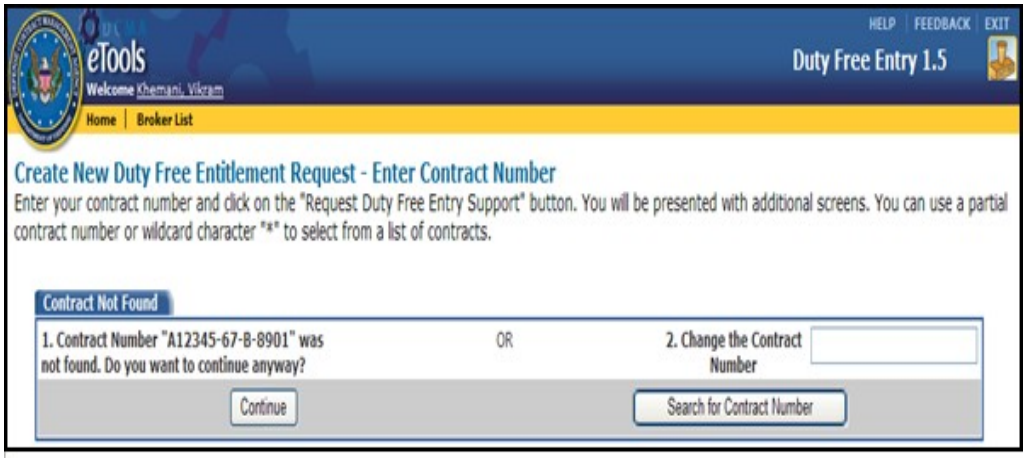
Enter Contract Information

When the contract number is not found, but a full contract, with the proper format was entered you are given the option of:

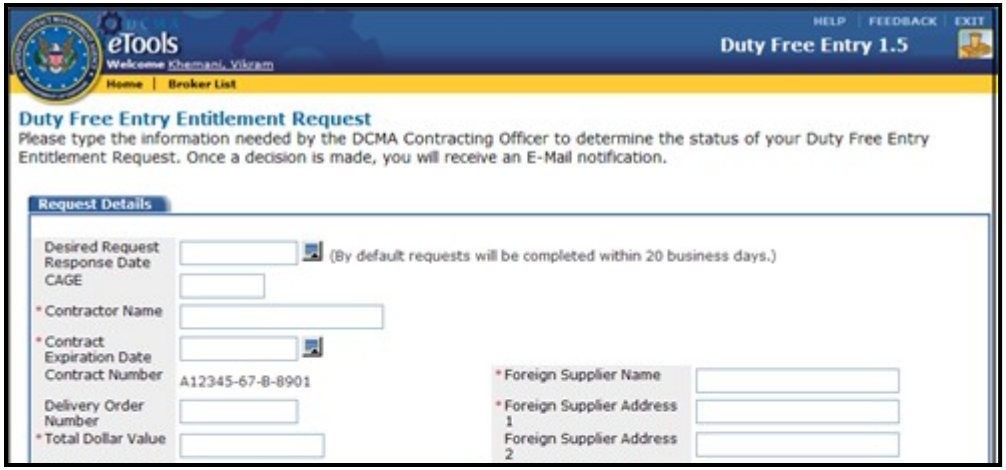
- Continuing with the contract number you entered or,
- Changing the Contract Number and performing the search again

For this exercise we'll continue with the contract number typed in.

Continue with Entered Contract Number (2.1.2.3 - 2.1.2.4)	
1.	*Click* the **Continue** button**.** • The Duty Free Entry Entitlement Request page displays (2.1.2.4)
2.	*Fill In* the **appropriate fields.** • Items with a red asterisk are required
3.	*Select* the **Save Draft** button at the bottom. • You are directed to the View Duty Free Entitlement Request page where you can review the information before submitting (2.1.3.1)


eTools
Welcome Khemani, Vikram
HELP | FEEDBACK | EXIT
Duty Free Entry 1.5
Home | Broker List
Create New Duty Free Entitlement Request - Enter Contract Number
Enter your contract number and click on the "Request Duty Free Entry Support" button. You will be presented with additional screens. You can use a partial contract number or wildcard character "*" to select from a list of contracts.
Contract Not Found
1. Contract Number "A12345-67-B-8901" was not found. Do you want to continue anyway?
OR
2. Change the Contract Number
Continue
Search for Contract Number

Graphic 2.1.2.3 : Continue With Contract Number or Perform the Search Again


eTools
Welcome Khemani, Vikram
HELP | FEEDBACK | EXIT
Duty Free Entry 1.5
Home | Broker List
Duty Free Entry Entitlement Request
Please type the information needed by the DCMA Contracting Officer to determine the status of your Duty Free Entry Entitlement Request. Once a decision is made, you will receive an E-Mail notification.
Request Details
Desired Request Response Date
(By default requests will be completed within 20 business days.)
CAGE
*Contractor Name
*Contract Expiration Date
Contract Number
A12345-67-B-8901
Delivery Order Number
*Total Dollar Value
*Foreign Supplier Name
*Foreign Supplier Address 1
Foreign Supplier Address 2

Graphic 2.1.2.4 : Enter Contract Information

Course Topics

Topic Three – Attach a Document

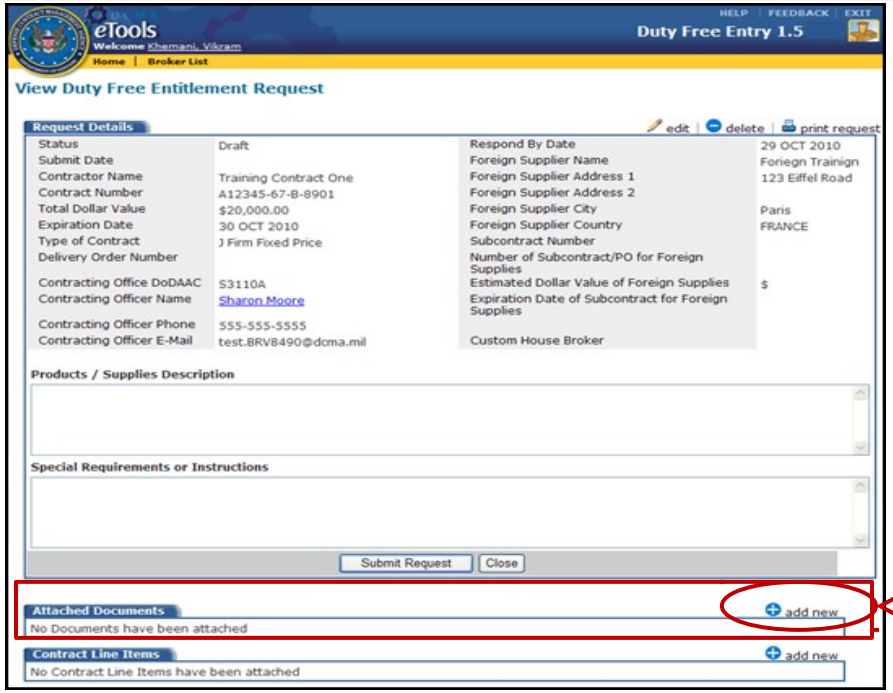
Attach Documents

Once you save a draft of the Entitlement the View page appears allowing you to review and edit information.

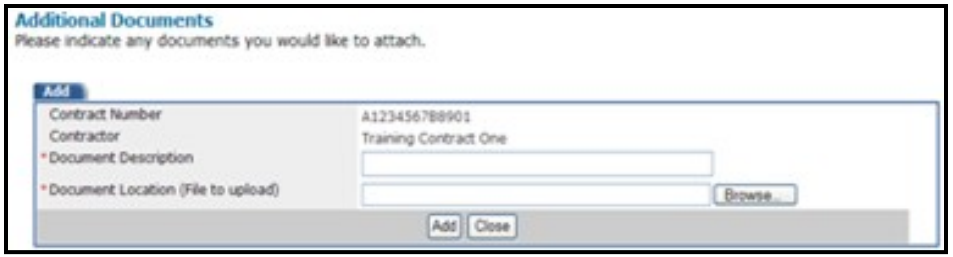
Also, you can now attach documents to your entitlement request and add contract line items.

The Submit Request button also appears.

Attach Documents (2.1.3.1 - 2.1.3.2)	
1.	*Review* the **Information** on the page**.** • Edit, delete, and print links are located in the upper right corner
2.	*Select* the **Add New** link on the top right of the Attached Documents section.
3.	*Type* a **Document Description** in the corresponding field.
4.	*Select* the **Browse** button for the Document Location field.
5.	*Double click* the **document** to be attached.
6.	*Select* the **add** button**.**



Graphic 2.1.3.1 : Review



Graphic 2.1.3.2 : Attach Documents

Course Topics

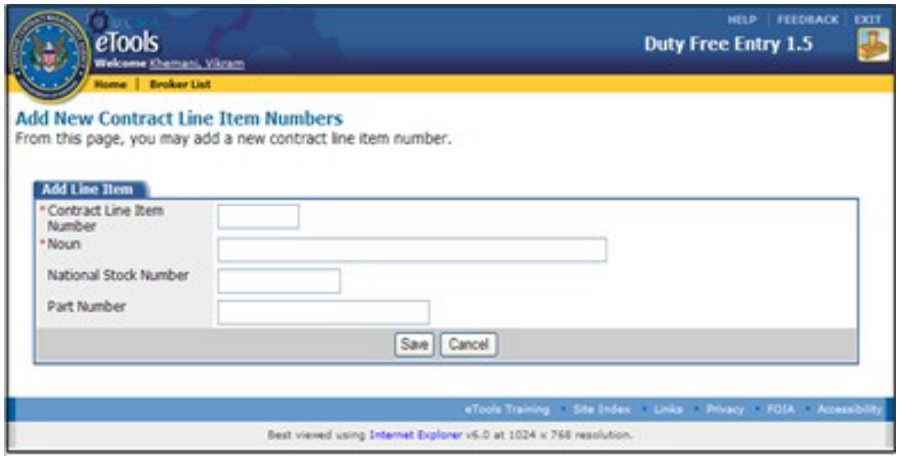
Topic Four – Add a Line Item

Add a Line Item

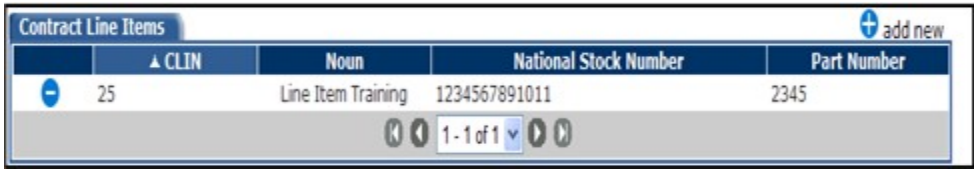
What is the purpose of adding a line item.
Need definition and purpose

Add Line Item (2.1.4.1 - 2.1.4.3)	
1.	*Select* the **Add New** link on the top right of the Contract Line Items section.
2.	*Enter* the **Contract Line Item Number**.
3.	*Enter* a **Noun**.
4.	*Enter* the **National Stock Number** (optional)**.** • If entered the number must be 13 characters long
5.	*Enter* the **Part Number** (optional).
6.	*Select* the **Save** button. • The newly entered line item displays in the Contract Line Items section

Graphic 2.1.4.1 : Contract Line Item Section



Graphic 2.1.4.2 : Add New Contract Line Item Numbers page



Graphic 2.1.4.3 : Added Contract Line Item

Course Topics

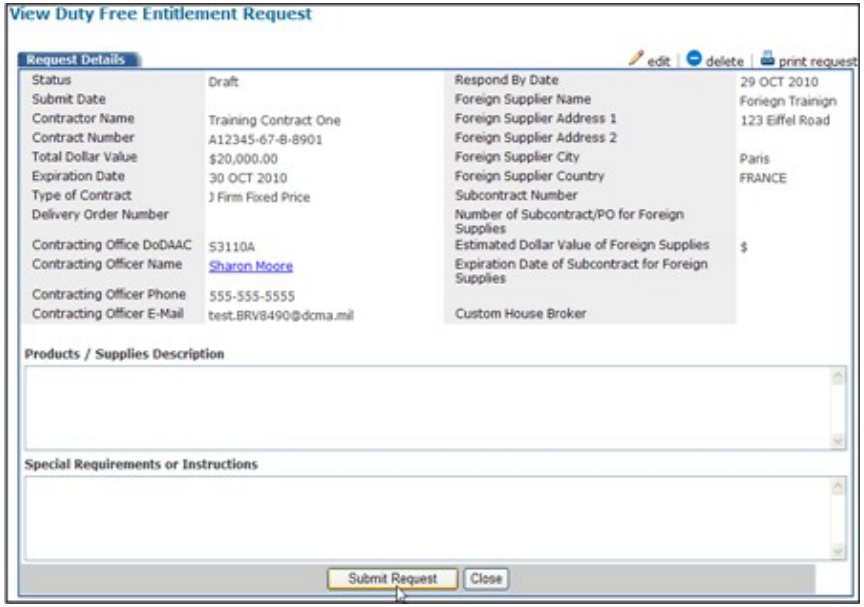
Topic Five – Submit or Pull Back Request

Submitting or Pulling Back a Request

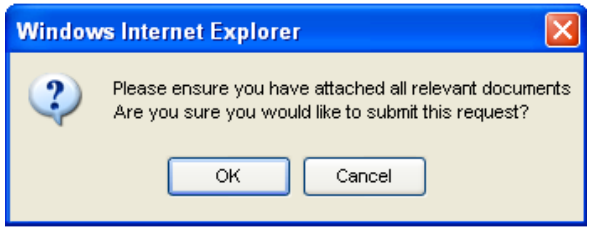
A request is submitted after it has been saved as a draft, reviewed and line items and/or attachments have been added.

From the View Duty Free Entitlement Request page you will be able to officially submit the request. Once you have submitted the next page gives you the option to pull back should you decide the data needs editing.

Submit or Pull Back Request (2.1.5.1 - 2.1.5.3)	
1.	*Start* from the **View Duty Free Entitlement Request** page. • You get to this page by following the steps in the previous topics
2.	*Select* the **Submit Request** button.
3.	*Select* the **OK** button on the warning prompt. • The View Duty Free Entitlement Request page still displays. However, now the button is labeled Pull Back Request
4.	*Select* the **Pull Back Request** button (optional)**.** • Choose this button if you want to continue editing



Graphic 2.1.5.1 : Submit Button


Windows Internet Explorer
Please ensure you have attached all relevant documents
Are you sure you would like to submit this request?
OK
Cancel

Graphic 2.1.5.2 : Warning Dialog

Graphic 2.1.5.3 : Pull Back Request Button

Course Topics

Topic Six – Completed Entitlement Requests

Completion and Notification

Once an entitlement request is submitted, it appears on the contractor's Pending Request tab of the Duty Free Entry Home Page. (graphic 2.1.6.1)

When the contracting officer reviews and either accepts or denies an entitlement request submitted by a contractor, it appears on the contractor's Completed Requests tab of the Duty Free Entry Home Page.

These entitlement requests have one of two statuses:

Accepted: The contracting officer has reviewed the entitlement request and has accepted it.

Denied: The contracting officer has reviewed the entitlement request and has denied it.

Once the entitlement review is complete, and the entitlement request has either been accepted or denied, the Duty Free Entry application sends an E-Mail message to the person who submitted the request.

There is no means to appeal the denial of an entitlement request, but you can request the entitlement again, using the same process as you used to submit the initial entitlement request.

Graphic 2.1.6.1 : Pending Requests Tab for Submitted but not Completed Requests

Course Topics

Module Two, Lesson One – Review

Module Two – Lesson One Covered the Following Topics:

Lesson One	Contractor Tasks
Topic One	Contractor Overview
Topic Two	Add a New Duty Free Entry
Topic Three	Attach a Document
Topic Four	Add a Line Item
Topic Five	Submit and/or Pull Back Request
Topic Six	Completed Entitlement Request.

Course Topics

Module Two – DFE 1.5 User Roles and Tasks

Module Two – Lesson Two

Lesson Two **Contracting Officers Tasks**

Topic One	Contracting Officer Overview
Topic Two	Search for a Duty Free Entitlement Request
Topic Three	Reviewing a Duty Free Entitlement Request
Topic Four	Create Duty Free Entitlements
Topic Five	Attach a Document
Topic Six	Add a Line Item
Topic Seven	Managing Entitlement Requests
Topic Eight	Notification of Entitlement Reviews
Topic Nine	Transferring Entitlement Requests

Course Topics

Topic One – Contracting Officer Overview

Contracting Officer Home Page

Contracting officers use this application to review duty free entry entitlements. They also can request duty free entry entitlements on behalf of contractors.

This role may be assigned to a member of the DCMA contracting officer group (ACO). It can also be an external role assigned within a specific Department of Defense (DoD) agency.

Graphic 2.2.1.1: Contracting Officer

Topic One – Contracting Officer Overview

Contracting Officer Tasks

A person who has the Contracting Officer role can do the following:

- Review and accept or decline an entitlement request
- View accepted and declined entitlement requests
- Transfer entitlement requests
- Edit a submitted entitlement request
- Request an entitlement.
- View a list of brokers, add a broker to the list of brokers, and choose a broker for the entitlement request
- Delete a draft entitlement request

The Contracting Officer performs these tasks starting from the Duty Free Entry Home Page.

HELP | FEEDBACK | EXIT
eTools
Duty Free Entry 1.5
Welcome Moore, Sharon
Home | Broker List | Transfer | Reports
Duty Free Entry Home Page
This is the duty free entry Contracting Officer home page.
Entitlement Requests
add new | search
Contractor
Contract Number
Type of Contract
Dollar Value of Subcontract
Dollar Value of Prime
Due Date
5M571: Lockheed Martin
222222-22-2-2222
J Firm Fixed Price
$ 500,000.00
14 OCT 2010
02769: LOCKHEED MARTIN CORPORATION
N00024-06-C-5120
L Fixed Price Incentive
$ 275,140,809.00
19 OCT 2010
1 - 2 of 2
eTools Training • Site Index • Links • Privacy • FOIA • Accessibility
Best viewed using Internet Explorer v6.0 at 1024 x 768 resolution.

Graphic 2.2.1.2 : Contracting Officer Home Page

Course Topics

Topic Two – Search for Entitlement Request

Search for a Duty Free Entitlement Re

Only pending entitlement requests appear on the contracting officer's Duty Free Entry Home page. To see accepted or declined entitlement requests, use the search feature.

Fill Out Certificate Request (2.2.2.3)	
1.	*Click* the **Search** link**.**
2.	*Fill In* the **appropriate fields.** • The more criteria added the narrower your search results
3.	*Select* the **Search** button at the bottom. • Your search results display
4.	*Select* the **view** icon next to the desired request to see the details.

Graphic 2.2.2.3 : Search Entitlement Requests

Course Topics

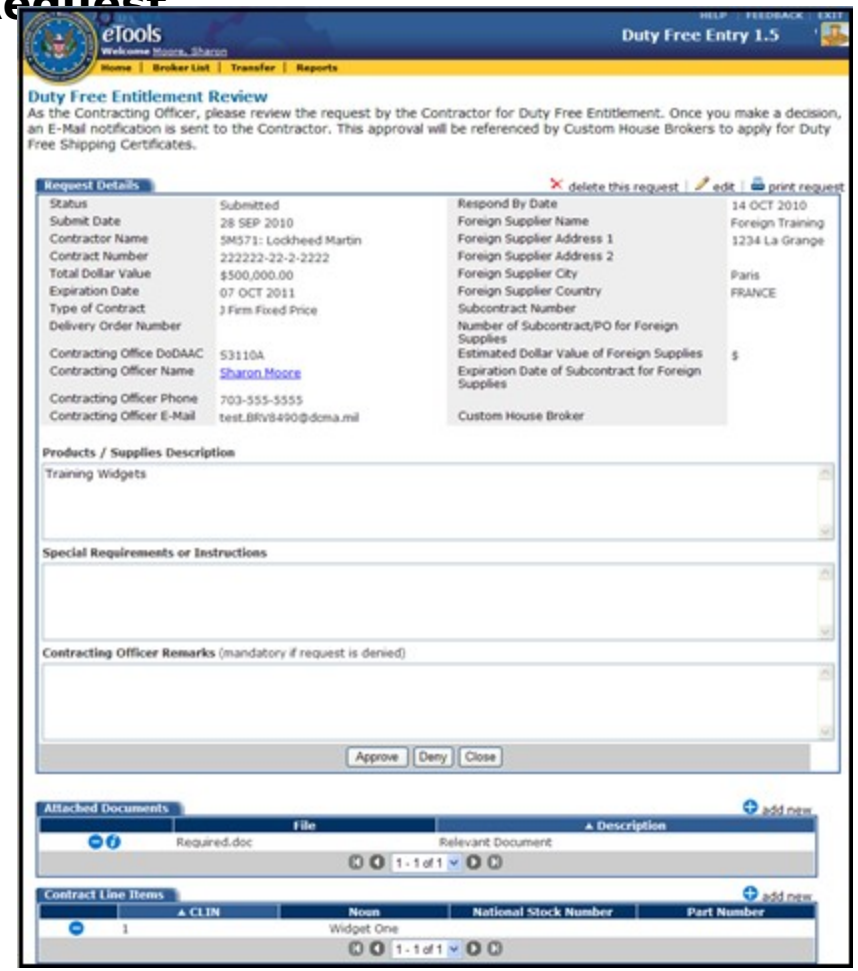
Topic Three – Reviewing Entitlement Request

Reviewing a Duty Free Entry Entitlement Request

You can provide comments about the entitlement request in the Contracting Officer Remarks box. These comments become part of the entitlement request and are visible to any person who can view completed entitlement requests.

Comments are optional for entitlement requests that are accepted, but are required for entitlement requests that are denied.

Contract Search (2.2.3.1)	
1.	*View* the **Entitlement** status**.**
2.	*Review* the **entitlement request**.
3.	*Select* the **edit** link if changes need to be made.
4.	*Select* the **Save Draft** button to return the review page.
5.	*Select* the **Approve** button. Or, Select the **Deny** button. • Comments are required for denied requests



Graphic 2.2.3.1 : Find Existing Entitlement page

Course Topics

Topic Four – Create a New Entitlement Request

Information You Need to Create an Entitlement Request

The Contracting Officer can create an Entitlement Request on behalf of a contractor.

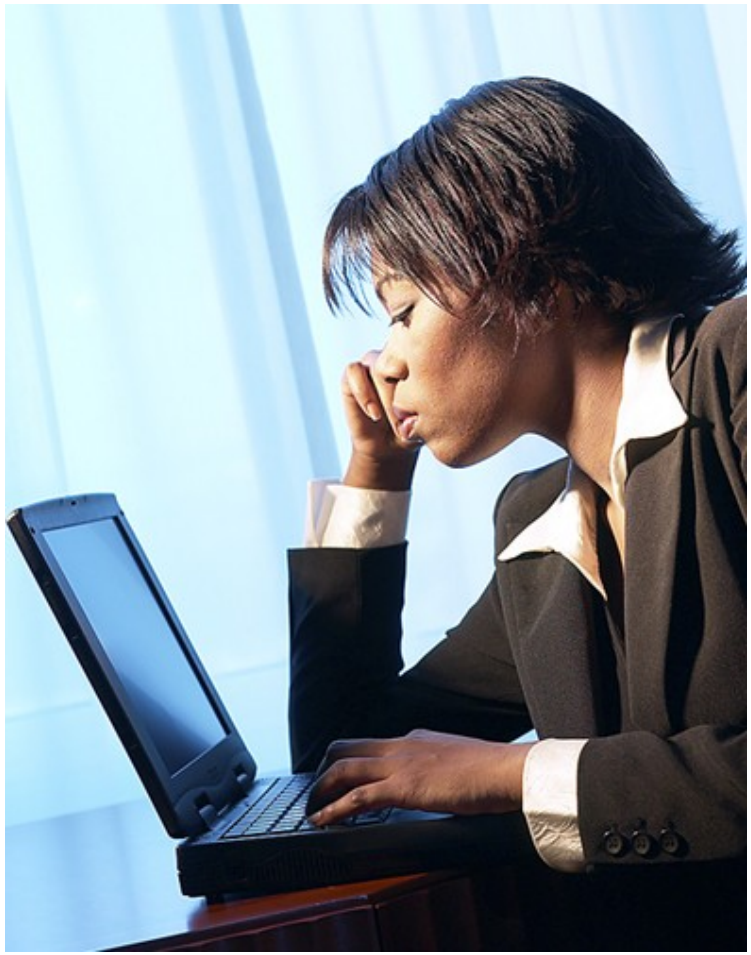
The amount of information you need depends on whether the contract number you use is present in the Duty Free Entry application.

If the contract number is present in the Duty Free Application:

- All or at least part of the contract number associated with your entitlement request.
- Contracting Office DoDAAC, Name, Phone, and E-Mail (if not specified in the contract information)
- Foreign Supplier Name, Address, City, and Country

OR, if the contract number isn't present in the Duty Free Application:

- Contractor Name
- Contract Expiration Date
- Delivery Order Number
- Total Dollar Value
- Type of Contract
- Contracting Office DoDAAC, Name, Phone, and E-Mail
- Foreign Supplier Name, Address, City, and Country



Graphic 2.2.4.1 : Buyer

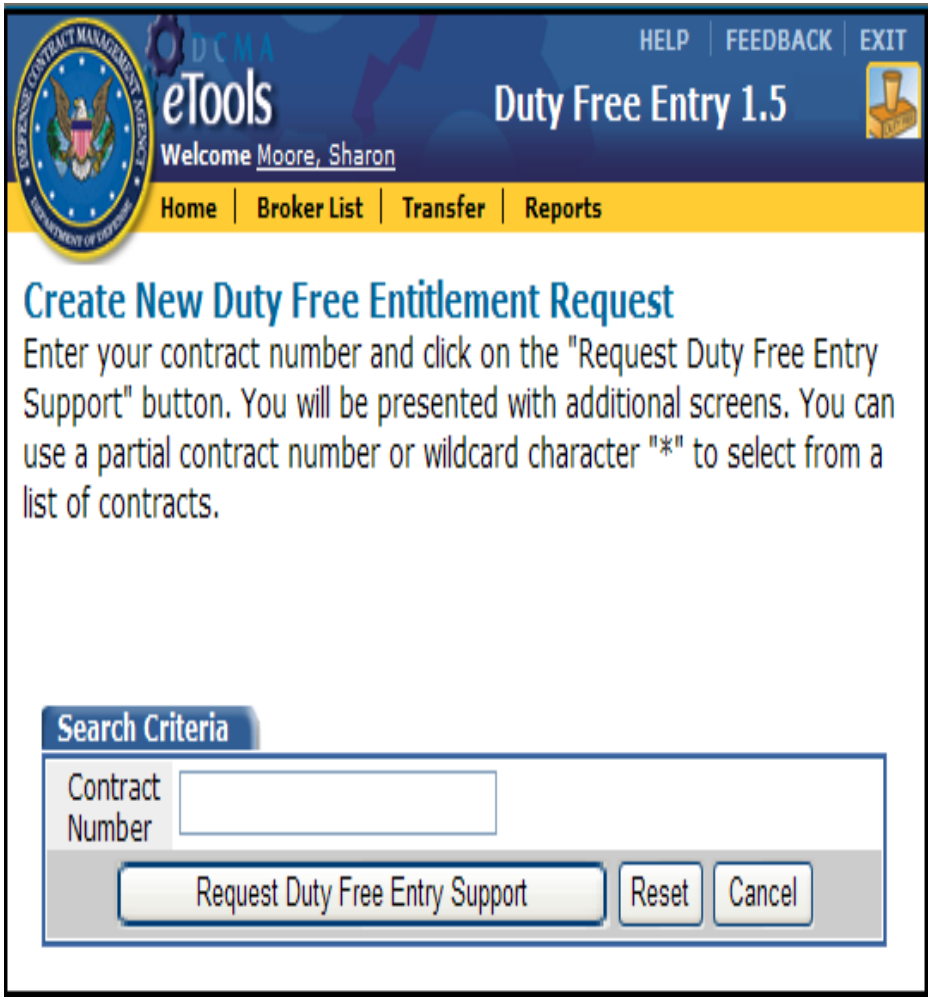
Course Topics

Topic Four – Create a New Entitlement Request

Search for a Contract

To create a new entitlement request, click the link on the Home Page. The Create New Duty Free Entitlement Request page appears.

Create a New Entitlement Request (2.2.4.2)	
1.	*Click* the **add new** link above the Entitlement Requests section on the home page**.** • The Create new Duty Free Entitlement Request page displays
2.	*Type* the **Contract Number** into the Contact Number field. (Graphic 2.2.4.2) • A full contract number has 13 characters • A typical contract number uses the format LNNNNN-NN-L-NNNN, where L is a letter and N is a number • A wildcard (*) can be used if the full contract number is unknown
4.	*Select* the **Request Duty Free Entry Support** button. • If the contract is not found you will be directed to the Enter Contract page (graphic 2.2.4.3) • If one or many contracts match your search you will be directed to select the correct Contract. (2.2.4.3)


HELP
FEEDBACK
EXIT
eTools
Duty Free Entry 1.5
Welcome Moore, Sharon
Home
Broker List
Transfer
Reports
Create New Duty Free Entitlement Request
Enter your contract number and click on the "Request Duty Free Entry Support" button. You will be presented with additional screens. You can use a partial contract number or wildcard character "*" to select from a list of contracts.
Search Criteria
Contract Number
Request Duty Free Entry Support
Reset
Cancel

Graphic 2.2.4.2 : Search for a Contract

Course Topics

Topic Four – Create a New Entitlement Request

Enter Contract Information

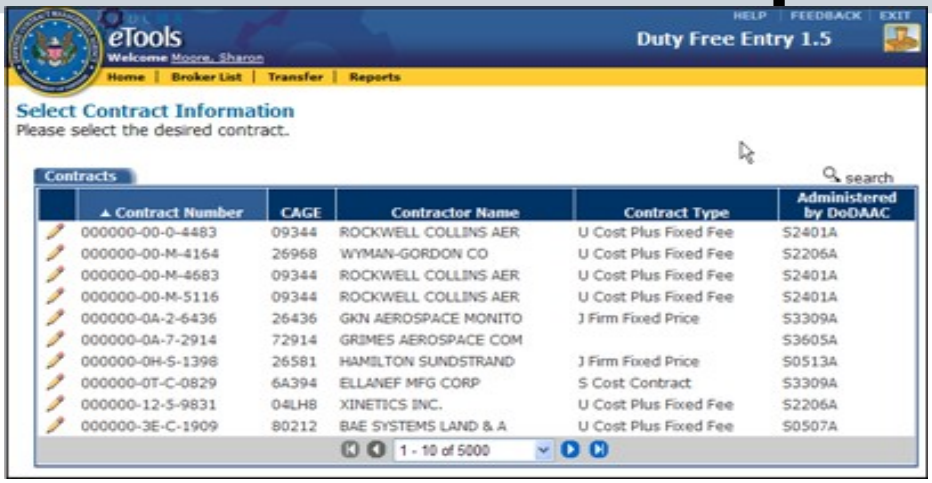
When the contract number is not found, but a full contract, with the proper format was entered you are given the option of:

- Continuing with the contract number you entered or,
- Changing the Contract Number and performing the search again

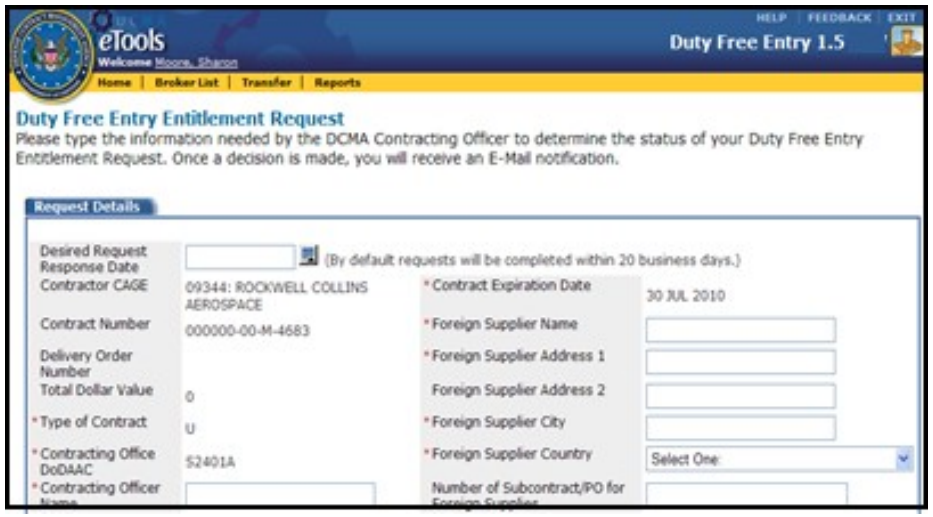
In this example multiple contracts are found. Here you will:

- Select the appropriate contract

	Continue with Entered Contract Number (2.2.4.3 - 2.2.4.4)
1.	*Select* the **Edit** icon for the appropriate contract**.** • The Duty Free Entry Entitlement Request page displays (2.2.4.4)
2.	*Fill In or edit* the **appropriate fields.** • Items with a red asterisk are required
3.	*Select* the **Save Draft** button at the bottom. • You are directed to the View Duty Free Entitlement Request page where you can review the information before submitting (2.2.5.1)


eTools
Duty Free Entry 1.5
Home | Broker List | Transfer | Reports
Select Contract Information
Please select the desired contract.
Contracts
search
Contract Number | CAGE | Contractor Name | Contract Type | Administered by DoDAAC
000000-00-0-4483 | 09344 | ROCKWELL COLLINS AER | U Cost Plus Fixed Fee | S2401A
000000-00-M-4164 | 26968 | WYMAN-GORDON CO | U Cost Plus Fixed Fee | S2206A
000000-00-M-4683 | 09344 | ROCKWELL COLLINS AER | U Cost Plus Fixed Fee | S2401A
000000-00-M-5116 | 09344 | ROCKWELL COLLINS AER | U Cost Plus Fixed Fee | S2401A
000000-0A-2-6436 | 26436 | GKN AEROSPACE MONITO | J Firm Fixed Price | S3309A
000000-0A-7-2914 | 72914 | GRIMES AEROSPACE COM | | S3605A
000000-0H-S-1398 | 26581 | HAMILTON SUNDSTRAND | J Firm Fixed Price | S0513A
000000-0T-C-0829 | 6A394 | ELLANEF MFG CORP | S Cost Contract | S3309A
000000-12-S-9831 | 04LH8 | XINETICS INC. | U Cost Plus Fixed Fee | S2206A
000000-3E-C-1909 | 80212 | BAE SYSTEMS LAND & A | U Cost Plus Fixed Fee | S0507A
1 - 10 of 5000

Graphic 2.2.4.3 : Select Appropriate Contract


eTools
Duty Free Entry 1.5
Home | Broker List | Transfer | Reports
Duty Free Entry Entitlement Request
Please type the information needed by the DCMA Contracting Officer to determine the status of your Duty Free Entry Entitlement Request. Once a decision is made, you will receive an E-Mail notification.
Request Details
Desired Request Response Date
(By default requests will be completed within 20 business days.)
Contractor CAGE
09344: ROCKWELL COLLINS AEROSPACE
Contract Number
000000-00-M-4683
Delivery Order Number
Total Dollar Value
0
*Type of Contract
U
*Contracting Office DoDAAC
S2401A
*Contracting Officer
*Contract Expiration Date
30 JUL 2010
*Foreign Supplier Name
*Foreign Supplier Address 1
Foreign Supplier Address 2
*Foreign Supplier City
*Foreign Supplier Country
Select One
Number of Subcontract/PO for Foreign Supplier

Graphic 2.2.4.4 : Enter Contract Information

Course Topics

Topic Five – Attach a Document

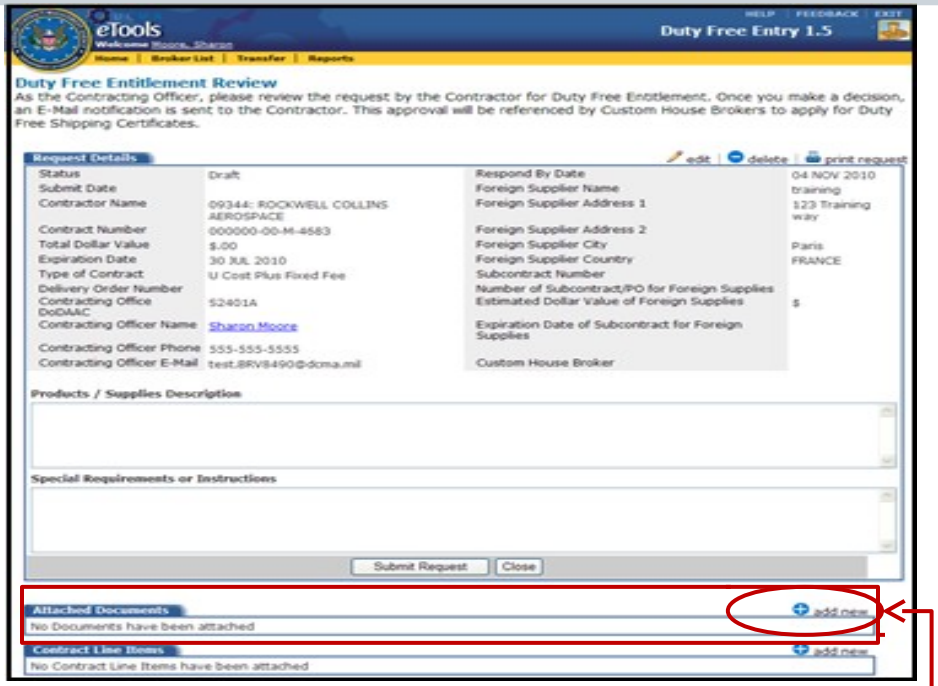
Attach Documents

Once you save a draft of the Entitlement the View page appears allowing you to review and edit information.

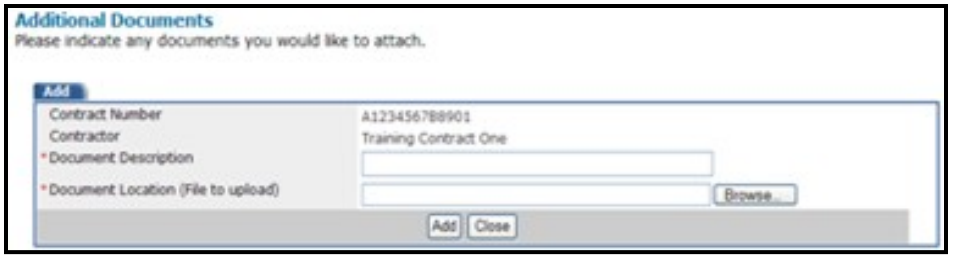
Also, you can now attach documents to your entitlement request and add contract line items.

The Submit Request button also appears.

Attach Documents (2.2.5.1 - 2.2.5.2)	
1.	*Review* the **Information** on the page**.** • Edit, delete, and print links are located in the upper right corner
2.	*Select* the **Add New** link on the top right of the Attached Documents section.
3.	*Type* a **Document Description** in the corresponding field.
4.	*Select* the **Browse** button for the Document Location field.
5.	*Double click* the **document** to be attached.
6.	*Select* the **add** button**.**



Graphic 2.2.5.1 : Review



Graphic 2.2.5.2 : Attach Documents

Course Topics

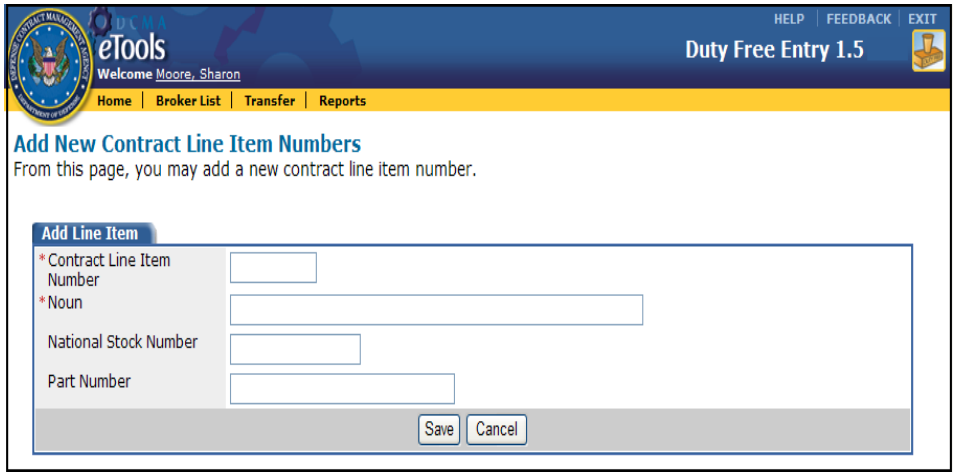
Topic Six – Add a Line Item

Add a Line Item

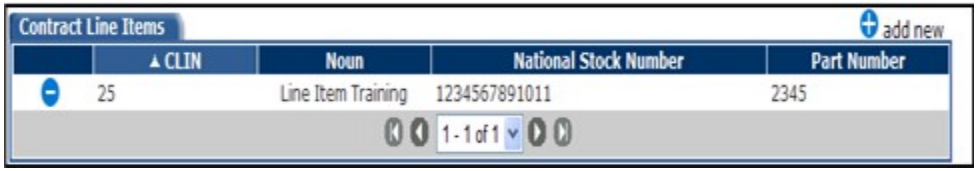
Follow the steps below to add a line item.

Add Line Item (2.2.6.1 - 2.2.6.3)	
1.	*Select* the **Add New** link on the top right of the Contract Line Items section.
2.	*Enter* the **Contract Line Item Number**.
3.	*Enter* a **Noun**.
4.	*Enter* the **National Stock Number** (optional)**.** • If entered the number must be 13 characters long
5.	*Enter* the **Part Number** (optional).
6.	*Select* the **Save** button. • The newly entered line item displays in the Contract Line Items section

Graphic 2.2.6.1 : Contract Line Item Section



Graphic 2.2.6.2 : Add New Contract Line Item Numbers page



Graphic 2.2.6.3 : Added Contract Line Item

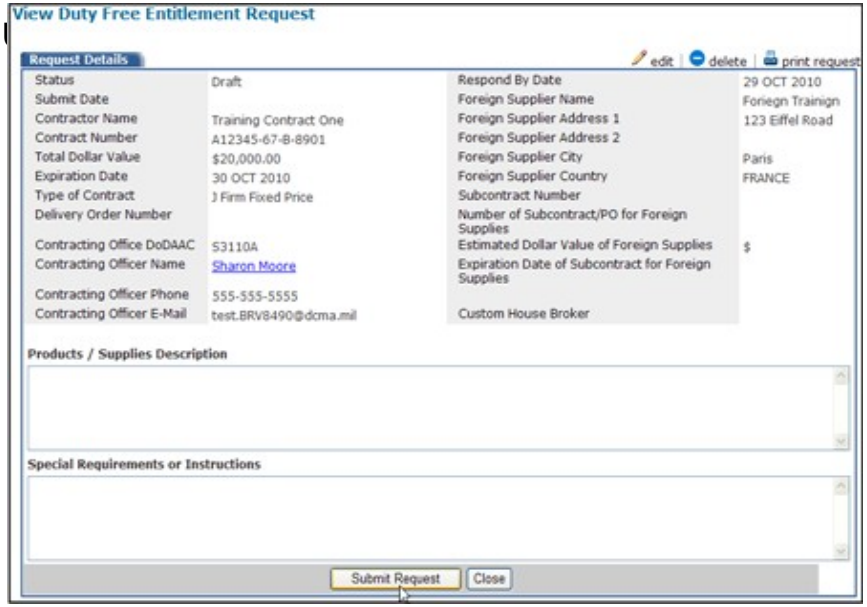
Topic Seven – Managing Entitlement Requests

Pull Back Request, Approve or Deny Req

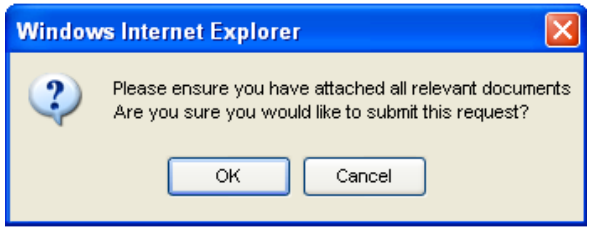
A request is submitted after it has been saved as a draft, reviewed and line items and/or attachments have been added.

As the Contracting Officer once the request is submitted you have the option to pull back, approve or deny the request.

Submit or Pull Back Request (2.2.7.1 - 2.2.7.3)	
1.	*Start* from the **View Duty Free Entitlement Request** page. • You get to this page by following the steps in the previous topics
2.	*Select* the **Submit Request** button.
3.	*Select* the **OK** button on the warning prompt. • The View Duty Free Entitlement Request page still displays • Now you have the option to Pull Back Request, Approve or Deny the request. (2.2.7.3)
4.	*Select* the **appropriate** button.



Graphic 2.2.7.1 : Submit Button


Windows Internet Explorer
Please ensure you have attached all relevant documents
Are you sure you would like to submit this request?
OK
Cancel

Graphic 2.2.7.2 : Warning Dialog

Graphic 2.2.7.3 : Pull Back Request Button

Notification of Entitlement Reviews

An accepted or denied entitlement request appears on a different page than a pending entitlement request. Each role has a different means to see accepted or denied entitlement requests, as follows:

- **Contractor's Notification:** Accepted or denied entitlement requests that were submitted by a contractor appear on the contractor's Completed Entitlements tab of the Duty Free Entry Home Page. The contractor cannot see any other contractor's entitlement requests.

- **Contracting Officer's Notification:** Accepted or denied entitlement requests that were either submitted to, transferred to, or submitted by a contracting officer appear when the contracting officer performs a search. The contracting officer can see any entitlement request that was submitted to their DoDAAC.

- **Customs Team's Notification:** The Customs Team can see an entitlement request that is associated with a certificate request if the certificate request is associated with a submitted or accepted entitlement request. Once the entitlement request has the status Accepted, the Customs Team can accept the certificate request and issue a duty free entry certificate.

- **Admin as Submitter's Notification:** All accepted or denied entitlement requests submitted by an Admin, it appears on the Admin's Entitlement Requests Summary Page, Completed Requests tab.

Graphic 2.2.8.1 : Contracting Officer Review Page Status

Notification of Entitlement Reviews

Once the entitlement review is complete, and the entitlement request has either been accepted or denied, the Duty Free Entry application sends an E-Mail message to the person who submitted the request.

The text typed in the Contracting Officer Remarks appears in the E-Mail message and becomes part of the entitlement request record that is visible to the submitter.

Once the entitlement review is complete, and the entitlement request has either been accepted or denied, the Duty Free Entry application sends an E-Mail message to the person who submitted the request.

The text typed in the Contracting Officer Remarks appears in the E-Mail message and is also visible to any person who can view the completed entitlement request as listed above.

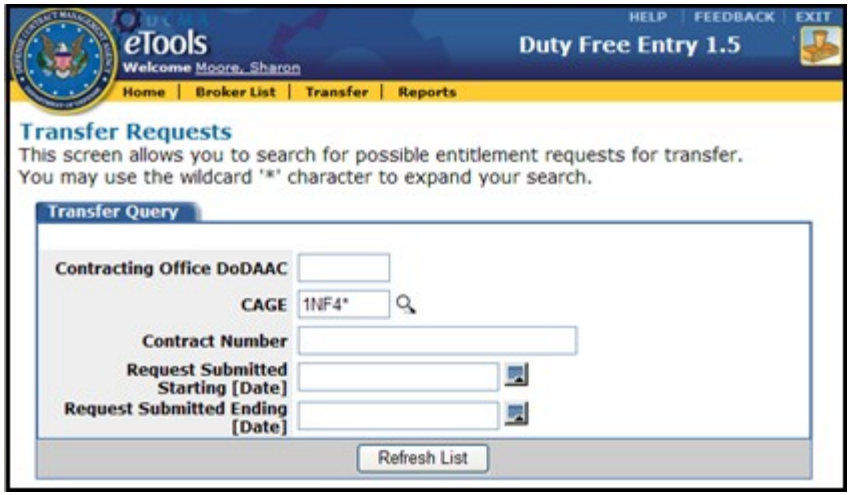
There is no means to appeal the denial of an entitlement request, but you can request the entitlement again.

Topic Nine – Transferring Entitlement Requests

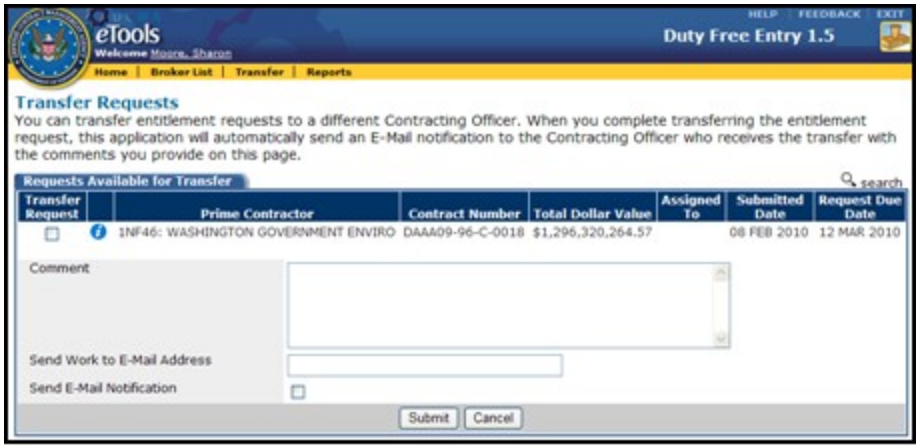
Transferring Entitlement Requests

The Contracting Officer and the Admin can transfer any submitted entitlement request to any another contracting officer or Admin.

Transfer Request (2.2.9.1 – 2.2.9.2)	
1.	*Select* the **Transfer** menu item.
2.	*Enter* the **Search Criteria**.
3.	*Select* the **Refresh List** button. • If only one item matches the criteria that item will open • If several requests match the criteria a list will display from which to choose
4.	*Select* the **appropriate request** for transfer. (If necessary) • The Transfer Request page displays
5.	*Select* the **Transfer Request** check box.
6.	*Enter* any **Comments**
7.	*Type* the **E-Mail Address** in the Send Work to E-Mail Address field.
8.	*Select* the **Send E-Mail Notification** check box in order to notify by E-Mail.
9.	*Select* the **Submit** button.


eTools
Welcome Moore, Sharon
Duty Free Entry 1.5
HELP | FEEDBACK | EXIT
Home | Broker List | Transfer | Reports
Transfer Requests
This screen allows you to search for possible entitlement requests for transfer.
You may use the wildcard '*' character to expand your search.
Transfer Query
Contracting Office DoDAAC
CAGE
1NF4*
Contract Number
Request Submitted Starting [Date]
Request Submitted Ending [Date]
Refresh List

Graphic 2.2.9.1 : Transfer Query Page


eTools
Welcome Moore, Sharon
Duty Free Entry 1.5
Home | Broker List | Transfer | Reports
Transfer Requests
You can transfer entitlement requests to a different Contracting Officer. When you complete transferring the entitlement request, this application will automatically send an E-Mail notification to the Contracting Officer who receives the transfer with the comments you provide on this page.
Requests Available for Transfer
search
Transfer Request
Prime Contractor
Contract Number
Total Dollar Value
Assigned To
Submitted Date
Request Due Date
1NF46: WASHINGTON GOVERNMENT ENVIRO
DAAA09-96-C-0018
$1,296,320,264.57
08 FEB 2010
12 MAR 2010
Comment
Send Work to E-Mail Address
Send E-Mail Notification
Submit
Cancel

Graphic 2.2.9.2 : Submit Transfer Query Page

Course Topics

Module Two – DFE 1.5 User Roles and Tasks

Module Two – Lesson Two Covered the Following Topics:

Lesson Two	**Contracting Officers Tasks**	
	Topic One	Contracting Officer Overview
	Topic Two	Search for a Duty Free Entitlement Request
	Topic Three	Reviewing a Duty Free Entitlement Request
	Topic Four	Create Duty Free Entitlements
	Topic Five	Attach a Document
	Topic Six	Add a Line Item
	Topic Seven	Managing Entitlement Requests
	Topic Eight	Notification of Entitlement Reviews
	Topic Nine	Transferring Entitlement Requests

Course Topics

Module Two – Custom Broker

Module Two – Lesson Three

Lesson Three	Custom Brokers Tasks	
	Topic One	Custom Broker Overview
	Topic Two	Request a Duty Free Certificate
	Topic Three	View Request for Certificate
	Topic Four	Attach a Document
	Topic Five	Submit or Pull Back Request
	Topic Six	Notification of Approved or Denied Status
	Topic Seven	Receive and Print the Duty Free Entry Certificate

Course Topics

Topic One – Custom Broker Overview

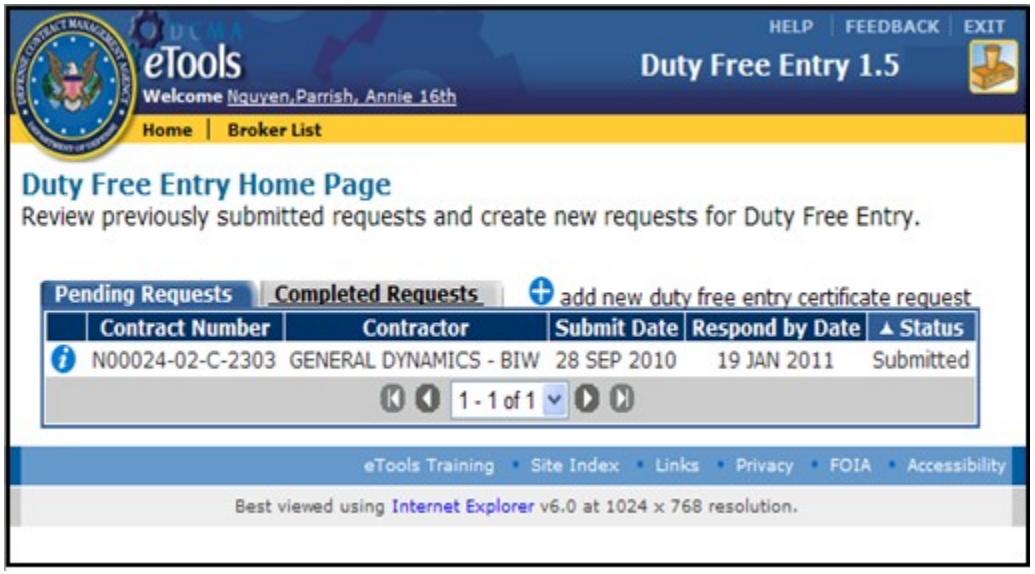
Custom Broker Home Page

The Customs Broker is a license agent that clears goods through U.S. Customs for importers and exporters, for example, UPS or Federal Express.

Upon logging in the Custom Broker will see a home page similar to graphic 2.3.1.1. It will be customized for their log on.

The Customs Broker role adds a new duty free entry certificate request.

From this page the Pending Request and Completed Requests are easily viewed by selecting the corresponding tab.


HELP | FEEDBACK | EXIT
eTools
Duty Free Entry 1.5
Welcome Nguyen,Parrish, Annie 16th
Home | Broker List
Duty Free Entry Home Page
Review previously submitted requests and create new requests for Duty Free Entry.
Pending Requests
Completed Requests
add new duty free entry certificate request
Contract Number
Contractor
Submit Date
Respond by Date
Status
N00024-02-C-2303
GENERAL DYNAMICS - BIW
28 SEP 2010
19 JAN 2011
Submitted
1 - 1 of 1
eTools Training • Site Index • Links • Privacy • FOIA • Accessibility
Best viewed using Internet Explorer v6.0 at 1024 x 768 resolution.

Graphic 2.3.1.1: Custom Broker Home Page

Course Topics

Topic One – Custom Broker Overview

Custom Broker's Tasks

The process for the Customs Broker is as follows:

1.Selects a submitted entitlement request .

2.Creates a certificate request. It is possible to create a certificate request without a submitted entitlement request.

- Note, however, that the Customs Team cannot accept a certificate request without an accepted entitlement request.

It is possible to create a certificate request without a submitted entitlement request. Note, however, that the Customs Team cannot accept a certificate request without an accepted entitlement request.

HELP | FEEDBACK | EXIT
eTools
Duty Free Entry 1.5
Welcome Nguyen, Annie 16th
Home | Broker List
Request Duty Free Entry Certificate - Find Existing Entitlement
Enter the Contractor CAGE or contract number for your certificate request and click the "Search For Duty Free Entitlements" button. You will be presented with a list of matching entitlements.
Enter Contract Information
CAGE
search
Contract Number
search
Search For Duty Free Entitlements
Cancel
eTools Training • Site Index • Links • Privacy • FOIA • Accessibility
Best viewed using Internet Explorer v6.0 at 1024 x 768 resolution.

Graphic 2.3.1.2 : Custom Brokers Request Duty Free Entry Certificate Page

Topic Two – Create a New Certificate Request

Information You Need to Create a Certificate Request

You will need at least one of the following to locate a submitted entitlement request for the certificate request:

- All or part of the CAGE for the contractor.
- All or at least part of the contract number used for the entitlement request.

You will need the following to create a certificate request:

- Entry number.
- Custom house broker number or name, if you are not a broker and either create a certificate request without associating it with a submitted entitlement request or the person who submitted the entitlement request did not specify a custom house broker.
- Mode of transportation (air, ground, rail, or ship).
- Estimated dollar value of the shipment.
- Duty value of the shipment.
- Date imported.
- Ultimate consignee name, address, city, state, ZIP code, telephone, and E-Mail address.

You will need the following to create a certificate request only if it is not associated with a submitted entitlement request:

- Foreign supplier name, address, city, and country.

Graphic 2.3.2.1 : Customs Broker

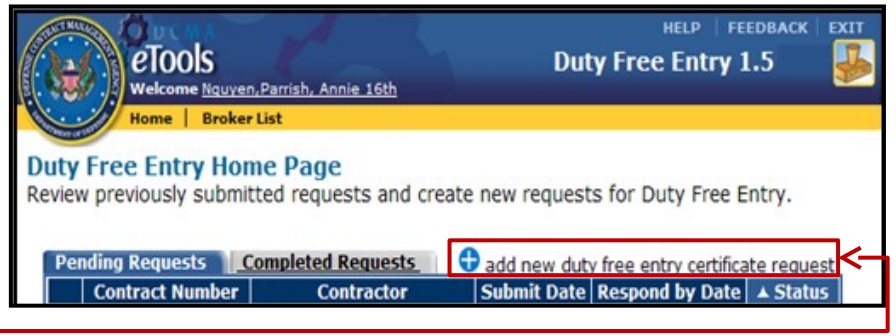
Course Topics

Topic Two – Create a New Certificate Request

Duty Free Entry Certificate Request – Using Contract Search

To create a new certificate request, you can either select an existing entitlement request for the certificate request, or create a certificate request that is not associated with an entitlement request.

Contract Search (2.3.2.2 – 2.3.2.3)	
1.	*Click* the **add new duty free entry certificate request** link**.** • The Request Duty Free Entry Certificate - Find Existing Entitlement page displays
2.	*Type* the **CAGE** into the CAGE field .(Graphic 2.3.2.3) And/Or: *Type* the **Contract Number** into the Contact Number field.
3.	*Select* the **Search For Duty Free Entitlements** button. • Search results will be returned according to the entered criteria • If necessary you will have the option to perform the search again
4.	*Select* the **edi-** icon next to the desired entitlement. • The selected entitlement displays (2.3.2.4)



Graphic 2.3.2.2 : Certificate Request Link

HELP | FEEDBACK | EXIT
eTools
Duty Free Entry 1.5
Welcome Nguyen, Annie 16th
Home | Broker List
Request Duty Free Entry Certificate - Find Existing Entitlement
Enter the Contractor CAGE or contract number for your certificate request and click the "Search For Duty Free Entitlements" button. You will be presented with a list of matching entitlements.
Enter Contract Information
CAGE
search
Contract Number
search
Search For Duty Free Entitlements
Cancel
eTools Training • Site Index • Links • Privacy • FOIA • Accessibility
Best viewed using Internet Explorer v6.0 at 1024 x 768 resolution.

Graphic 2.3.2.3 : Find Existing Entitlement page

Course Topics

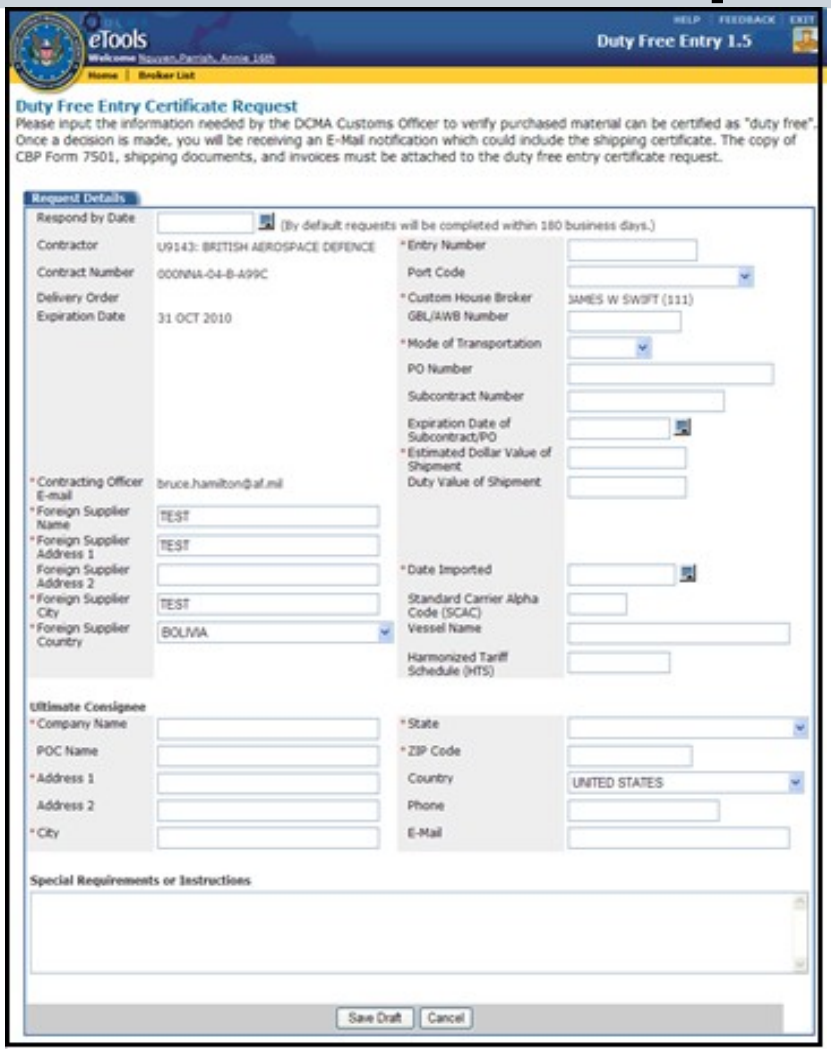
Topic Two – Create a New Certificate Request

Enter Certificate Request Information

When you choose a contract using the Create New Duty Free Entitlement Request page the Duty Free Entitlement Request page appears. Use this page to create or revise an entitlement request.

If you have any questions about how to fill in the Certificate Request fields refer to the Duty Free Entry Entitlement Request help page in the online user manual.

Fill Out Certificate Request (2.3.2.4)	
1.	*From* the **Duty Free Entry Certificate Request** page**.**
2.	*Fill In* the **appropriate fields.** • Items with a red asterisk are required
3.	*Select* the **Save Draft** button at the bottom. • Once you save a draft of the Duty Free Entitlement Request page, the **View Request for Duty Free Entry Certificate** page appears (2.3.3.1)



Graphic 2.3.2.4 : Enter or Edit Request Details

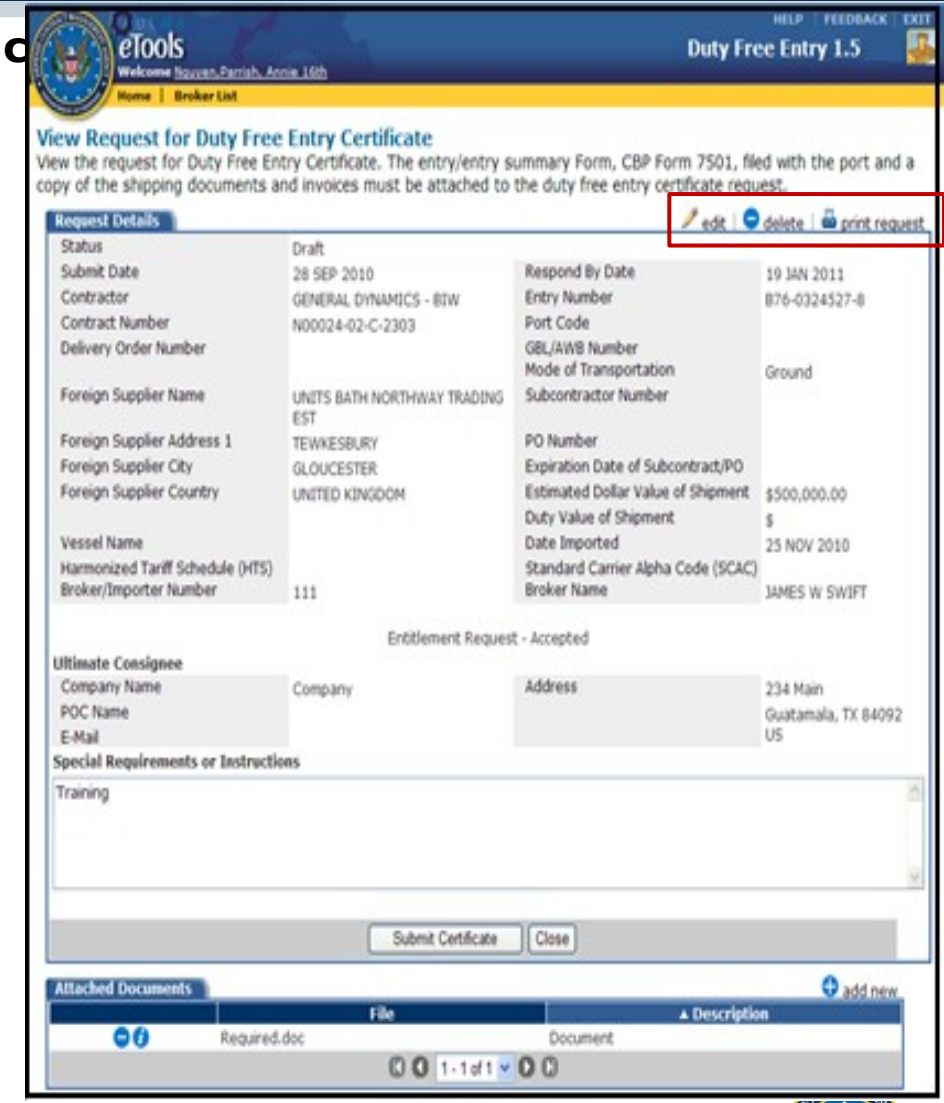
Course Topics

Topic Three – View Request for Certificate

View Request for Duty Free Entry Certific

From the View Request page you can edit, delete, or print the request using the links on the top right corner.

Also, at the bottom you can add attachments.


eTools
Welcome Nguyen,Parrish, Annie 16th
Home | Broker List
Duty Free Entry 1.5
View Request for Duty Free Entry Certificate
View the request for Duty Free Entry Certificate. The entry/entry summary Form, CBP Form 7501, filed with the port and a copy of the shipping documents and invoices must be attached to the duty free entry certificate request.
edit | delete | print request
Request Details
Status Draft
Submit Date 28 SEP 2010
Contractor GENERAL DYNAMICS - BIW
Contract Number N00024-02-C-2303
Delivery Order Number
Foreign Supplier Name UNITS BATH NORTHWAY TRADING EST
Foreign Supplier Address 1 TEWKESBURY
Foreign Supplier City GLOUCESTER
Foreign Supplier Country UNITED KINGDOM
Vessel Name
Harmonized Tariff Schedule (HTS)
Broker/Importer Number 111
Respond By Date 19 JAN 2011
Entry Number 876-0324527-8
Port Code
GBL/AWB Number
Mode of Transportation Ground
Subcontractor Number
PO Number
Expiration Date of Subcontract/PO
Estimated Dollar Value of Shipment $500,000.00
Duty Value of Shipment $
Date Imported 25 NOV 2010
Standard Carrier Alpha Code (SCAC)
Broker Name JAMES W SWIFT
Entitlement Request - Accepted
Ultimate Consignee
Company Name Company
POC Name
E-Mail
Address 234 Main
Guatamala, TX 84092
US
Special Requirements or Instructions
Training
Submit Certificate
Close
Attached Documents
add new
File
Description
Required.doc
Document
1 - 1 of 1

Graphic 2.3.3.1 : View Page

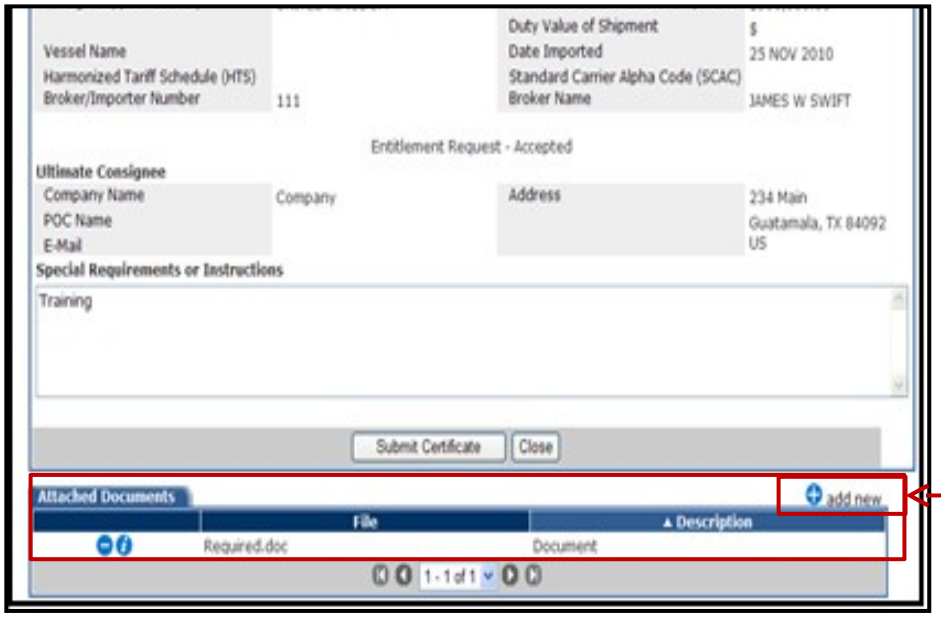
Course Topics

Topic Four – Attach a Document

Attach Documents

You can attach Microsoft Word *.doc, Microsoft Excel *.xls, Adobe Acrobat *.pdf, GIF, or JPG files to the entitlement request.

Attach Documents (2.3.4.1 - 2.3.4.2)	
1.	*Review* the **Information** on the page**.** • Edit, delete, and print links are located in the upper right corner
2.	*Select* the **Add New** link on the top right of the Attached Documents section.
3.	*Type* a **Document Description** in the corresponding field.
4.	*Select* the **Browse** button for the Document Location field.
5.	*Double click* the **document** to be attached.
6.	*Select* the **add** button**.**



Graphic 2.3.4.1 : Review

Graphic 2.3.4.2 : Attach Documents

Topic Five – Submit or Pull Back Request

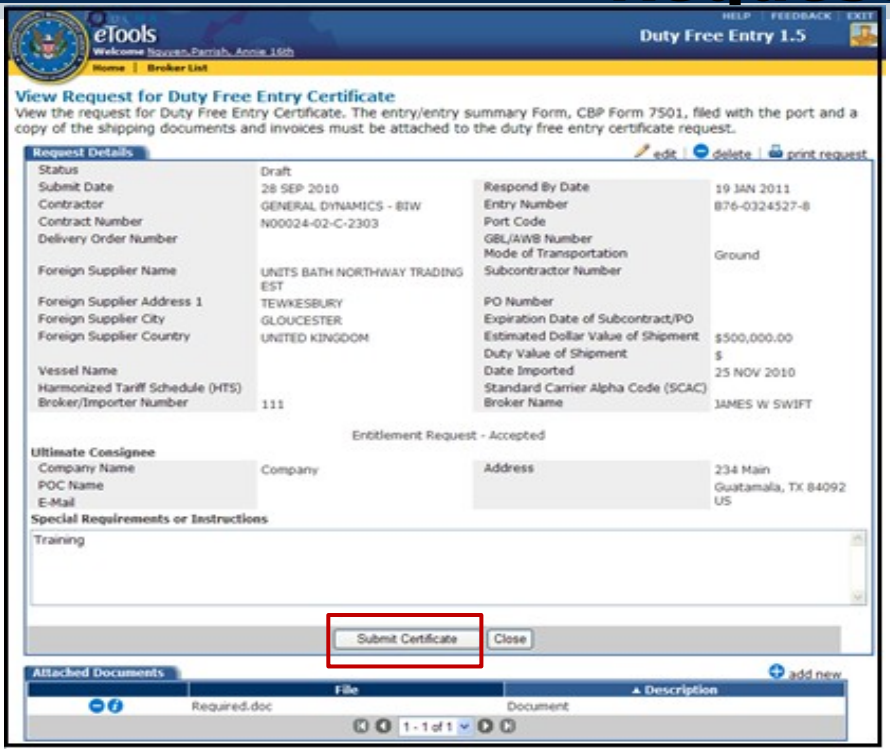
Submitting or Pulling Back a Request

A request is submitted after it has been saved as a draft, reviewed and line items and/or attachments have been added.

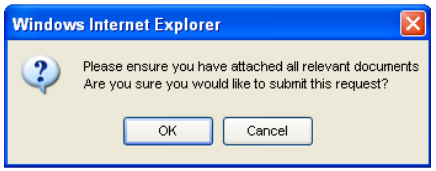
From the View Request for Duty Free Entry Certificate page you will be able to officially submit the request.

Once you have submitted the next page gives you the option to pull back should you decide the data needs editing.

Submit or Pull Back Request (2.3.5.1 - 2.3.5.3)	
1.	*Start* from the **View Request for Duty Free Entry Certificate** page. • You get to this page by following the steps in the previous topics
2.	*Select* the **Submit Request** button.
3.	*Select* the **OK** button on the warning prompt. • The View Request for Duty Free Entry Certificate page still displays. However, now the button is labeled Pull Back Request
4.	*Select* the **Pull Back Request** button (optional). • Choose this button if you want to continue editing



Graphic 2.3.5.1 : Submit Button


Windows Internet Explorer
Please ensure you have attached all relevant documents
Are you sure you would like to submit this request?
OK
Cancel

Graphic 2.3.5.2 : Warning Dialog

Graphic 2.3.5.3 : Pull Back Request Button

Course Topics

Topic Six – Notification of Status

Notification of Approved or Denied Stat

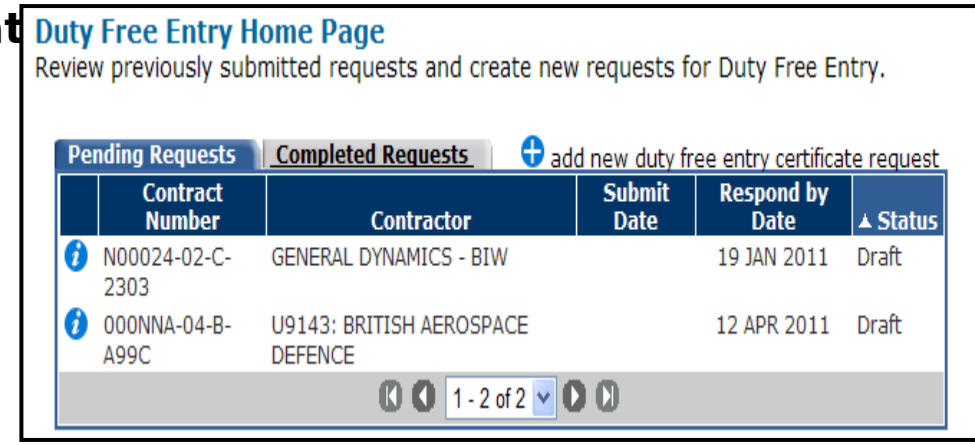
Once you submit your certificate request, it appears on the **Pending Requests** tab of the Duty Free Entry Home Page.

When the Customs Team reviews and either accepts or denies your certificate request, it appears on the **Completed Requests** tab of the Duty Free Entry Home Page.

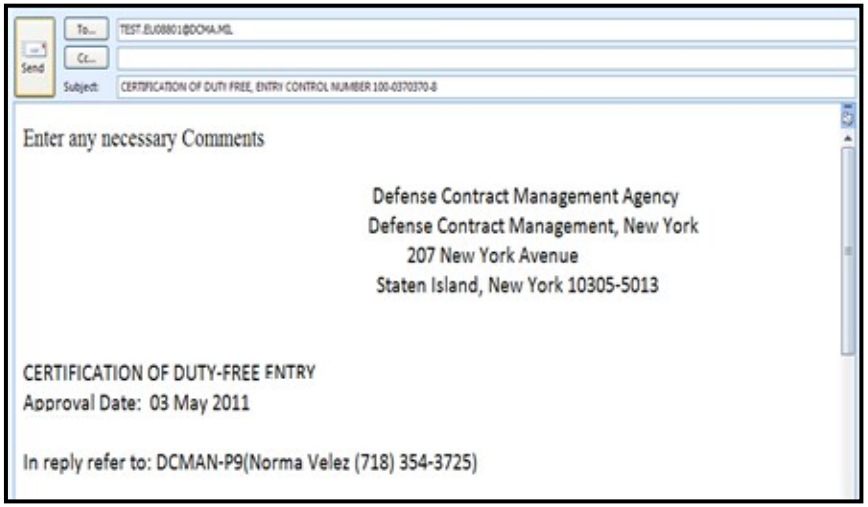
You also receive an E-Mail message from the Customs Team to inform you that the certificate request review has been completed.

If a request is denied, the E-Mail notification message will be sent to the entire customs team.

There is no means to appeal the denial of a certificate request, but you can request the certificate again, using the same process as you used to submit the initial certificate request.



Graphic 2.3.6.1 : Pending Requests and Completed Requests Tabs


Send
Subject:
Enter any necessary Comments
Defense Contract Management Agency
Defense Contract Management, New York
207 New York Avenue
Staten Island, New York 10305-5013
CERTIFICATION OF DUTY-FREE ENTRY
Approval Date: 03 May 2011
In reply refer to: DCMAN-P9(Norma Velez (718) 354-3725)

Graphic 2.3.6.2 : Email Certificate Request Approval

Course Topics

Receiving and Printing Duty Free Entry Certificate

- Once the certificate has been approved the certificate request has the status Accepted and appears on the broker ‘s Completed Requests tab.

View and Print (2.3.7.1)	
1.	*Start* from the **Home** page.
2.	*Select* the **Completed Request** tab.
3.	*Select* the **view** icon next to the appropriate certificate request. • The View Request for Duty Free Entry Certificate page displays print request • A print reque print certificate and a print certificate link appear at the top
4.	*Click* the **print certificate** link**.**

Graphic 2.3.7.1 : Print Certificate Request

Module Two – DFE 1.5 User Roles and Tasks

Module Two – Lesson Two Covered the Following Topics:

Lesson Two	**Custom Brokers Tasks**	
	Topic One	Custom Broker Overview
	Topic Two	Request a Duty Free Certificate
	Topic Three	View Request for Certificate
	Topic Four	Attach a Document
	Topic Five	Submit or Pull Back Request
	Topic Six	Notification of Approved or Denied Status
	Topic Seven	Receive and Print the Duty Free Entry Certificate

Course Topics

Module Two – DFE 1.5 User Roles and Tasks

Module Two – Lesson Four:

Lesson Four	Customs Team Member Tasks
Topic One	Customs Team Overview
Topic Two	Searching for a Duty Free Certificate Request
Topic Three	Reviewing Duty Free
Topic Four	Customs Duty Free Entry Home Page
Topic Five	Requesting Duty Free Certificates
Topic Six	Requesting Duty Free Entitlements

Topic One – Customs Team Overview

Customs Team

The Customs Team uses this application to review certificate requests.

They can also request certificates on behalf of brokers.

The Customs Team can request an entitlement if a certificate request is not associated with an entitlement.

All members of the Customs Team see all certificate requests that are submitted, accepted, or denied.

All members of the Customs Team see all draft certificate requests that any member of the Customs Team creates.

Graphic 2.4.1.1: Customs Team

Course Topics

Customs Team Tasks and Home Page

A person who has the Customs Team role can do the following:

- Review a certificate request.
- Edit a submitted certificate request.
- Request a certificate.
- Create an entitlement request for a specific certificate request if one is not presently associated with it.
- Create and save a draft of an entitlement request that is not ready to submit.
- Delete a draft entitlement request.
- Add a new broker to the list of brokers that the contractor can choose to manage the certificate request, and select a broker for the certificate request.
- Submit a request for duty free entitlement to the contracting officer. Once the entitlement request is submitted, the specified broker, contracting officer, Customs team, and administrator can review the information.
- View a list of brokers, add a broker to the list of brokers, and choose a broker for the certificate request.

The Customs Team performs these tasks starting from the Duty Free Entry Home Page.

eTools
Welcome Morrison, Beatrice
HELP | FEEDBACK | EXIT
Duty Free Entry 1.5
Home | Broker List | Reports
Duty Free Entry Home Page
This is the duty free customs team home page.
Certificate Requests
add new | search
Contractor | Contract Number | Type of Contract | Dollar Value of Prime | Broker | Due Date | Initials
1WAV4: ARINC ENGINEERING SVCS LLC | DAAB07-03-D-8006-0192 | Y Time and Materials | $ 44,034,776.00 | FEDEX TRADE NETWORK TRANSPORT BRKR | 22 FEB 2010
1LEW5: AVON PROTECTION SYSTEMS INC. | DAAD13-00-C-0021 | U Cost Plus Fixed Fee | $ 67,686,448.42 | ROGERS '&' BROWN CUSTOM BROKERS, INC. | 21 MAR 2010
0H3G6: AM GENERAL LLC | DAAE07-01-C-S001 | J Firm Fixed Price | $ 14,083,283,213.11 | SCHENKER INC. | 03 AUG 2010
0H3G6: AM GENERAL LLC | DAAE07-01-C-S001 | J Firm Fixed Price | $ 14,083,283,213.11 | SCHENKER INC. | 03 AUG 2010
0H3G6: AM GENERAL LLC | DAAE07-01-C-S001 | J Firm Fixed Price | $ 14,083,387,432.61 | SCHENKER INC. | 04 AUG 2010
96214: RAYTHEON COMPANY | DAAE07-02-C-M001 | V Cost Plus Incentive Fee | $ 132,392,023.00 | RADIX GROUP INTERNATIONAL, INC. | 11 AUG 2010
96214: RAYTHEON COMPANY | DAAE07-02-C-M001 | V Cost Plus Incentive Fee | $ 132,392,023.00 | RADIX GROUP INTERNATIONAL, INC. | 11 AUG 2010
1SMB2: DYNCORP INTERNATIONAL LLC | DAAH23-00-C-0226 | K Fixed Price Economic Price Adj | $ 1,149,258,724.55 | FEDEX TRADE NETWORK TRANSPORT BRKR | 22 FEB 2010
06887: LOCKHEED MARTIN CORPORATION | F04701-02-C-0002 | R Cost Plus Award Fee | $ 5,490,827,724.31 | EXPEDITORS INTL OF WASHINGTON | 28 FEB 2010
06887: LOCKHEED MARTIN CORPORATION | F04701-02-C-0002 | R Cost Plus Award Fee | $ 5,490,827,724.31 | EXPEDITORS INTL OF WASHINGTON | 08 MAY 2010
1 - 10 of 981

Graphic 2.4.1.2 : Customs Team Home Page

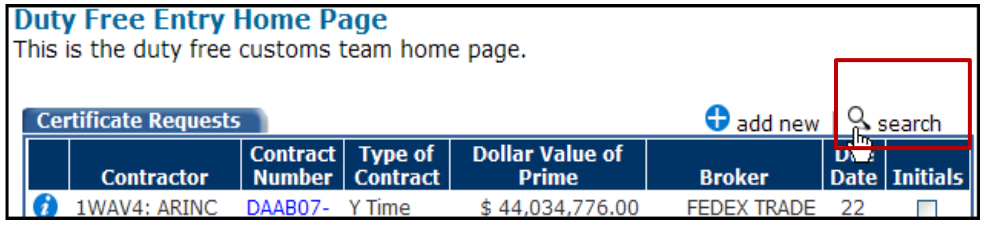
Searching for a Duty Free Certificate Request

The Customs Team Duty Free Entry Home Page displays only draft and submitted certificate requests.

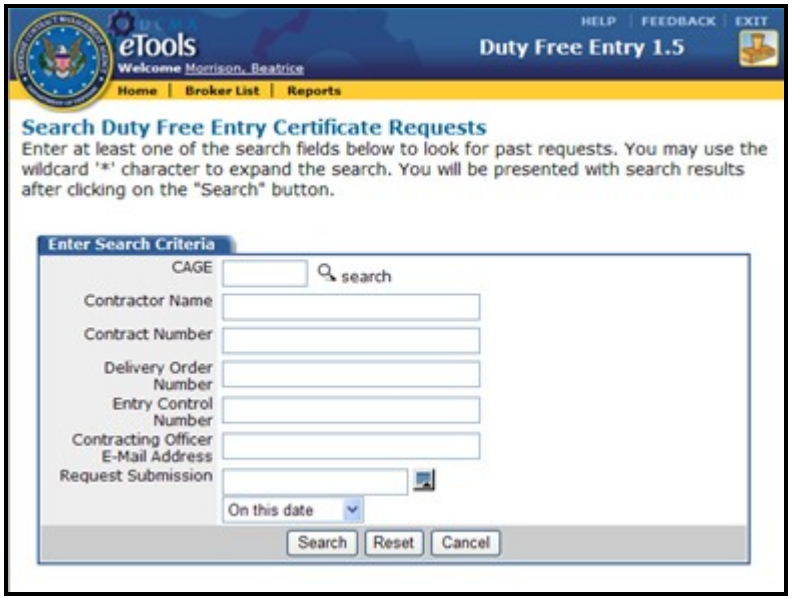
All certificate requests that meet these criteria will appear, not just those that are accepted or declined.

Therefore, you will need to perform a search to see all accepted or declined certificate requests.

Search for Certificate Request (2.4.2.1 - 2.4.2.2)	
1.	*Click* the **Search** link**.**
2.	*Fill In* the **appropriate fields.** • The more criteria added the narrower your search results
3.	*Select* the **Search** button at the bottom. • Your search results display
4.	*Select* the **view** icon next to the desired request to see the details.



Graphic 2.4.2.1 : Search Link on Customs Team Home Page


eTools
Welcome Morrison, Beatrice
HELP | FEEDBACK | EXIT
Duty Free Entry 1.5
Home | Broker List | Reports
Search Duty Free Entry Certificate Requests
Enter at least one of the search fields below to look for past requests. You may use the wildcard '*' character to expand the search. You will be presented with search results after clicking on the "Search" button.
Enter Search Criteria
CAGE
search
Contractor Name
Contract Number
Delivery Order Number
Entry Control Number
Contracting Officer E-Mail Address
Request Submission
On this date
Search
Reset
Cancel

Graphic 2.4.2.2 : Search Duty Free Entry Certificate Requests

Reviewing a Duty Free Certificate Request

Customs Team members can review a certificate request. The tasks performed during certificate review are:

- See a list of submitted certificate requests pending review and details about those requests.
- See the entitlement status (No Record, Submitted, Denied, Accepted) for the certificate request.
- Edit and save revisions for a submitted certificate request.
- Associate a certificate request with an entitlement request.
- Review, accept, or deny a certificate request.
- Send an E-Mail message to the person who submitted the certificate request to inform them that their certificate request has been denied or accepted.
- Print a certificate request that is draft, submitted, accepted, or denied.
- Search for a specific request.

Once the Customs Team reviews and accepts the certificate request, the person who submitted the certificate request receives a notification that includes the duty free entry certificate. The submitter's home page also shows that the certificate has been accepted.

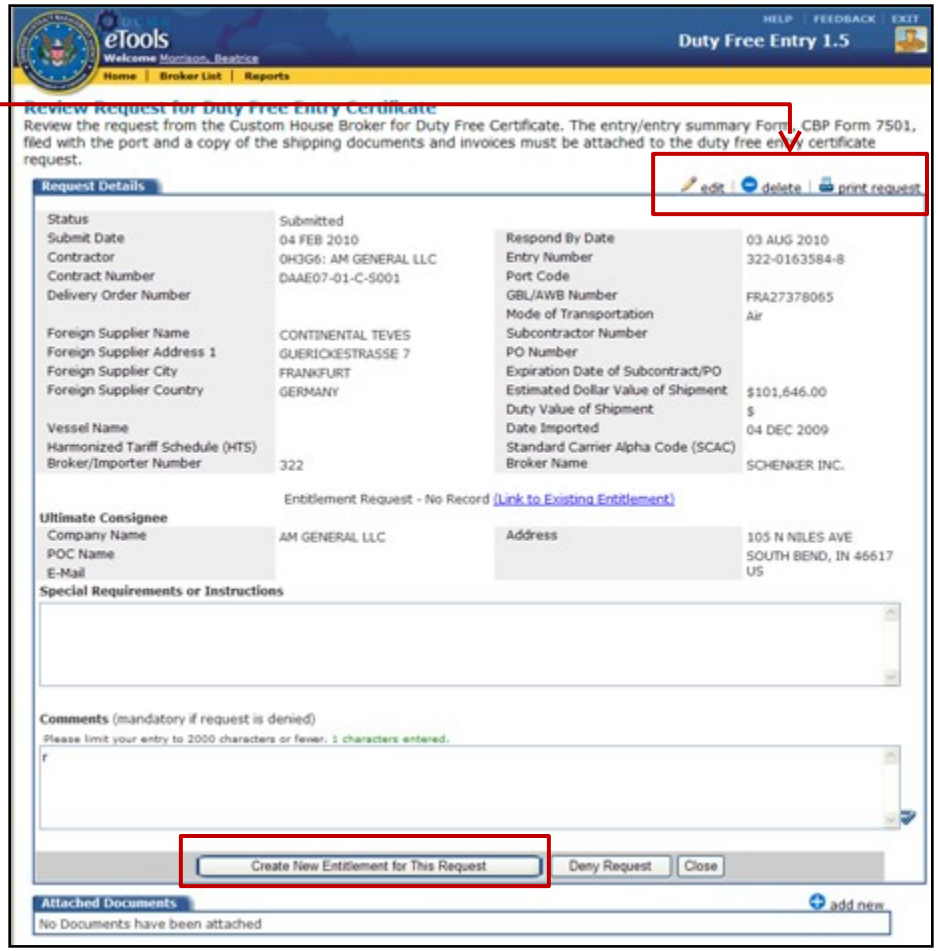
Graphic 2.4.3.1 : Customs Team

Reviewing a Duty Free Certificate Request

The Review Request for Duty Free Entry Certificate page appears either when you choose a certificate request from the Certificate Request Summary page, Open Requests tab.

It also appears when you submit a certificate request, at which time the Request Duty Free Entry Certificate page refreshes to display the Review Request for Duty Free Entry Certificate page.

Review a Certificate Request (2.4.3.2)	
1.	*From* the **Home** page**.**
2.	*Select* the **view** **icon** next to the certificate you want to review. • Edit, Delete and Print links can be found in the upper right corner
3.	*Add* **Special Requirements** if necessary.
4.	*Add* **Comments** if necessary. • Comments are mandatory if the request is denied
5	*Click* the **Create New Entitlement for**


eTools
Duty Free Entry 1.5
Home | Broker List | Reports
Review Request for Duty Free Entry Certificate
Review the request from the Custom House Broker for Duty Free Certificate. The entry/entry summary Form, CBP Form 7501, filed with the port and a copy of the shipping documents and invoices must be attached to the duty free entry certificate request.
edit | delete | print request
Request Details
Status Submitted
Submit Date 04 FEB 2010
Contractor 0H3G6: AM GENERAL LLC
Contract Number DAAE07-01-C-S001
Delivery Order Number
Foreign Supplier Name CONTINENTAL TEVES
Foreign Supplier Address 1 GUERICKESTRASSE 7
Foreign Supplier City FRANKFURT
Foreign Supplier Country GERMANY
Vessel Name
Harmonized Tariff Schedule (HTS)
Broker/Importer Number 322
Respond By Date 03 AUG 2010
Entry Number 322-0163584-8
Port Code
GBL/AWB Number FRA27378065
Mode of Transportation Air
Subcontractor Number
PO Number
Expiration Date of Subcontract/PO
Estimated Dollar Value of Shipment $101,646.00
Duty Value of Shipment $
Date Imported 04 DEC 2009
Standard Carrier Alpha Code (SCAC)
Broker Name SCHENKER INC.
Entitlement Request - No Record (Link to Existing Entitlement)
Ultimate Consignee
Company Name AM GENERAL LLC
POC Name
E-Mail
Address 105 N NILES AVE SOUTH BEND, IN 46617 US
Special Requirements or Instructions
Comments (mandatory if request is denied)
Please limit your entry to 2000 characters or fewer. 1 characters entered.
Create New Entitlement for This Request
Deny Request
Close
Attached Documents
add new
No Documents have been attached

Graphic 2.4.3.2 : Review Request for Duty Free Entry Certificate

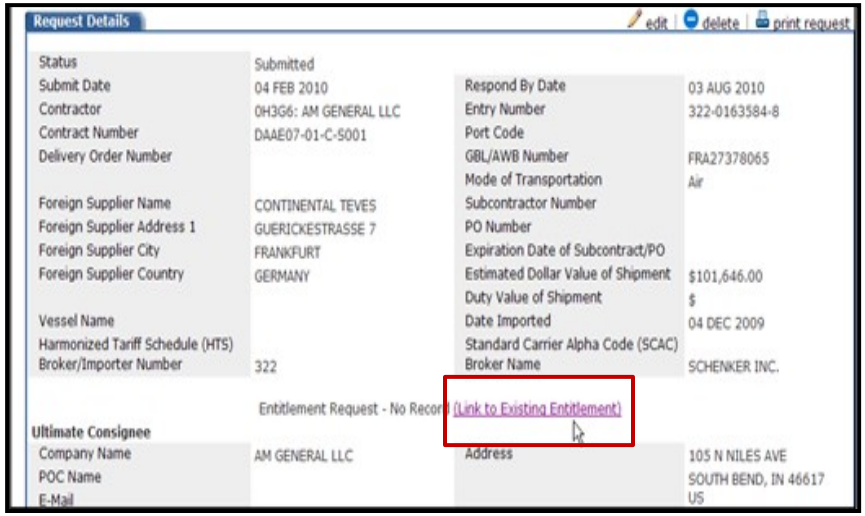
Topic Four – Associating Requests

Associating a Submitted Certificate Request with an Entitlement Request

It is possible to add, save, and submit a certificate request that has a contract number not present in the Duty Free Entry application, and is not associated with a submitted or accepted entitlement request.

Once the draft or submitted certificate request has a submitted or accepted entitlement request with a matching contract number, the "Link to Existing Entitlement" link will appear on the certificate request.

Fill Out Certificate Request (2.4.4.1 – 2.4.4.2)	
1.	*Select* the **view** icon next to the desired request to see the details. • The Review Request for Duty Free Entry Certificate page displays
2.	*Select* the **Link to Existing Entitlement** link. • A list of Entitlements appears
3.	*Select* the **Search** button at the bottom. • Your search results display
4.	*Select* the **view** icon next to appropriate entitlement. • The Request Details will show the Entitlement as accepted



Graphic 2.4.4.1 : Link to Existing Entitlements

Graphic 2.4.4.2 : Existing Entitlements

Course Topics

Module Two – DFE 1.5 User Roles and Tasks

Module Two – Lesson Four Covered the Following Topics:

Lesson Four	**Customs Team Member Tasks**	
	Topic One	Customs Team Overview
	Topic Two	Searching for a Duty Free Certificate Request
	Topic Three	Reviewing Duty Free
	Topic Four	Customs Duty Free Entry Home Page
	Topic Five	Requesting Duty Free Certificates
	Topic Six	Requesting Duty Free Entitlements